

Position Description

Allied Health Assistant - Physiotherapy

Classification:	Allied Health Assistant Grade 3 IN30
Business unit/department:	Physiotherapy
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38
Reports to:	Manager of Physiotherapy
Direct reports:	0
Financial management:	Budget: \$0
Date:	05/11/2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

To assist in the organisation and implementation of physiotherapy care for patients within the specific work area. To fulfil non-clinical responsibilities (including department and equipment upkeep and cleaning) associated with the efficient operation of the physiotherapy department.

About the Physiotherapy Department

The Physiotherapy Department comprises about 90 EFT staff at Austin Hospital and Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre. It provides seven days per week, 12 hours per day services to acute and aged care areas. It is a major clinical school for the University of Melbourne with responsibility for about 180 students from 1st through to 3rd year. The Physiotherapy Assistant may rotate through all campuses working under the direction of physiotherapists to

perform tasks including hydrotherapy, gym classes, individual treatment sessions, administration, and general activities.

Position responsibilities

Role Specific

- Independently deliver clinical care to patients within a defined scope of practice, exercising professional judgment in assessing patient needs and modifying treatment interventions as required (under supervision of the physiotherapist). This includes performing exercises, patient transfers, ambulation, and mobility-related tasks.
- Assist in the development and modification of treatment plans by contributing observations and insights from patient interactions. Regularly evaluate patient progress, adjusting the treatment approach within the scope of practice.
- Supervise and mentor Grade 1 and Grade 2 AHAs in the performance of physiotherapy-related tasks, providing guidance, coaching, and support. Lead by example in clinical practices and ensure appropriate delegation of tasks in accordance with each AHA's experience and capabilities.
- Lead patient care initiatives for specific patient groups or clinical areas, ensuring efficient delivery of physiotherapy treatments, appropriate patient education, and fostering a collaborative, patient-centered approach.
- Take initiative in managing and maintaining treatment areas, ensuring high standards of cleanliness, safety, and infection control, and helping to identify opportunities to improve the treatment environment. This includes organizing treatment equipment, checking the condition of supplies, and ensuring that proper procedures are followed.
- Assist in the training and education of new staff and students, including developing and delivering in-services or training sessions relevant to physiotherapy assistant duties and the use of equipment.
- Document patient care and treatment progress accurately and comprehensively, in accordance with clinical policies, maintaining medical records and inputting information into electronic systems (e.g., patient treatment records, clinical data, etc.). Ensure confidentiality and compliance with all Austin Health policies regarding medical record-keeping.
- Monitor equipment and supplies, and assist with inventory management to ensure that necessary items are available for treatment sessions. Take a proactive approach to reordering stock to prevent shortages.

Training and development

- Actively participate in advanced training and professional development that enhances clinical competencies and knowledge of physiotherapy interventions. Participate in specialized education programs relevant to advanced physiotherapy techniques (e.g., neurological rehabilitation, musculoskeletal management).
- Lead and contribute to departmental or organizational in-service education programs, sharing knowledge of best practices, safety procedures, and new therapeutic approaches with colleagues.
- Take responsibility for personal professional development through a self-directed learning approach, including participation in external training, conferences, or courses. Actively seek out feedback and engage in reflective practice to improve clinical skills.
- Provide training and mentorship to new or less experienced staff, assisting them in understanding clinical processes, patient care protocols, and best practices for physiotherapy interventions.



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- Support departmental quality improvement initiatives, contributing to audits, reviews of patient outcomes, and helping to implement changes to improve patient care services and team collaboration.

All Employees

- Comply with Austin Health policies and procedures, ensuring that practice standards align with organizational guidelines and regulatory requirements. Regularly review policies and procedures and stay up to date with changes as they arise.
- Identify and report incidents or near-misses that have or could have an impact on safety. Participate in proactive risk management and work closely with supervisors and teams to identify opportunities for safety improvements.
- Adhere to the Code of Conduct and support Austin Health's values, including demonstrating professionalism, empathy, and respect for colleagues and patients.
- Contribute to a culture of safety, quality, and improvement by engaging in ongoing evaluations of practice standards, clinical effectiveness, and team performance.
- Support the goals and strategic initiatives of the department and Austin Health, including patient care improvement, team collaboration, and operational efficiency.

Selection criteria

Essential Knowledge and skills

- Relevant qualifications such as Certificate IV in Allied Health Assistance or equivalent. (Grade 3 may require a higher level of qualification compared to Grade 2.)
- Advanced verbal and written communication skills to effectively communicate complex information to patients, families, and multidisciplinary teams. The Grade 3 AHA will need to present patient information clearly, provide education, and support the development of care plans.
- Strong interpersonal skills to engage effectively with a diverse range of patients, team members, and colleagues. This includes mentoring and providing guidance to junior staff, managing patient concerns, and fostering positive relationships within the clinical team.
- Advanced organizational and time management skills to manage a varied and often complex workload. Grade 3 AHAs may need to coordinate multiple patient care plans or oversee the delivery of physiotherapy services in specific treatment areas.
- Initiative and problem-solving skills at an advanced level. The Grade 3 AHA should be able to take the lead on resolving challenges in patient care, equipment management, or team coordination, with minimal supervision.
- Demonstrated leadership abilities, including the capacity to supervise and mentor junior staff, manage treatment groups, and take ownership of specific patient or departmental initiatives.
- Proven ability to manage patient care plans and adjust clinical approaches based on patient progress and evolving needs. The Grade 3 AHA will have more responsibility for making clinical decisions within the defined scope of practice.
- Competence in using clinical software and electronic health record systems for documentation and communication. Grade 3 AHAs are expected to document and manage patient information more independently and efficiently, maintaining accuracy and confidentiality.
- A commitment to Austin Health values: Demonstrating actions that show empathy, collaboration, and dedication to continuous improvement in service delivery and patient outcomes.



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- Current driver's license, as it may be required to travel between clinical areas or patient homes for specific duties or programs (if relevant to your organization's needs).

Desirable but not essential

- Previous experience working with Physiotherapists in acute and sub-acute as an Allied Health Assistant (Physio),
- Previous experience in aquatic physiotherapy would be highly regarded

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer



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We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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