

Austin Health Position Description



Position Title: Allied Health Assistant, Grade 1

Classification:	Allied Health Assistant, Grade 1
Business Unit/ Department:	Allied Health / Occupational Therapy
Work location:	All campuses
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021- 2025
Employment Type:	Casual
Reports to:	Stream Leader, Grade 4
Direct Reports:	Nil
Financial management:	Budget: None
Date:	November 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the

gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About Occupational Therapy

This position is based within Austin Health's Occupational Therapy Department. This department forms part of the Division of Allied Health, which comprises the following services:

- Allied Health therapies: Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Podiatry, Clinical and Neuropsychology (Royal Talbot site) and Creative and Leisure Services
- Tracheostomy Review and Management Service
- Spiritual Care
- Language Services
- Ngarra Jarra (Aboriginal Health) Program
- Disability Liaison Officer Program
- Ability@Austin

The Occupational Therapy department is committed to promoting the highest levels of Occupational Therapy service for our patients. In realising this goal, the department will lead and excel in research, teaching and the use of person centred evidence-based practice.

The Department provides services on all three campuses of Austin Health, across all Divisions. The department provides care across the continuum from the Emergency Department through bed based services and ongoing ambulatory care, including NDIS service provision.

The clinician employed in this position reports to their grade 3 or grade 4 stream leader and may be expected to travel across campus as required. They will adopt a flexible approach to clinical caseload management and the provision of care during periods of planned and unplanned leave.

There are 5 streams that make up the Occupational Therapy department, as listed below, each stream is led by a grade 4 Stream lead.

Outpatients- Heidelberg Repat Hospital

Acute- Austin Hospital

Aged care- Heidelberg Repat Hospital

Rehabilitation- Royal Talbot Hospital

Better@Home- Austin Hospital

Purpose and Accountabilities

The Allied Health Assistant (AHA) works closely with the Occupational Therapy clinical and administration teams within their designated stream to provide a flexible and responsive service that meets each patient's identified therapeutic goals.

The AHA will perform duties as delegated by the Occupational Therapist's (OTs) and may include assisting in a client's therapy program, maintaining equipment and resources and other administrative tasks, which assists with client management and will contribute to patient flow.

Perform the duties of this position efficiently to the standards of the department and the organisation.

Role Specific:

Clinical Care

- AHA will be able to work with supervision to implement therapeutic treatments for patients in accordance with OT directed care plans
- Organise workload and set work priorities established by the OT or administration team
- Assist and supervise individual client treatment programs, regularly liaising and feeding back to the relevant therapist.
- Monitor and report changes in the client's health status to the treating OT
- Participate in or assist to establish and conduct group programs in consultation with the OT
- Provide equipment to patients and manage equipment administration and cleaning
- Provide support/assistive devices and provide education.
- Book patient appointments and manage incoming patient phone calls

Quality and risk

- Maintain an understanding of individual responsibility for patient safety, quality & risk.
- Ensure personal compliance with mandatory training requirements.
- Comply with the requirements of the National Safety & Quality Health Service Standards e.g. participate in audits, represent OT on committees etc.
- Comply with the requirements of the NDIS Quality and Safeguards Commissions as required.
- Maintain a safe working environment for yourself, your colleagues, patients and members of the public. Report incidents or near misses that have or could have impact on safety
- Develop, implement and monitor goals and objectives, policies and improvement projects regarding clinical practices, service delivery and administration of clinical services
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional.

- Strive towards continuous improvement, by initiating, participating and continuously evaluating the quality and outcomes of service design and intervention
- Provide ongoing analysis, review and evaluation of the services provided to patients as requested by stream leader or OT manager

Department responsibilities

- Assist to develop information and training resources for clients in conjunction with AHPs
- Order stock as required
- Data gather as directed
- Manage billing and administrative requirements related to equipment management, as directed by the manager.
- Undertake departmental administrative support as part of a wider department.
- Ensure infection control standards are adhered to during the treatment of clients, in the preparation of the area and the cleaning of equipment between clients
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management

Professional Development

- Engage in professional development opportunities within the designated area in line with individual PRDs, and the strategic objectives of the department and organisation
- Ensure that all supervisees have an annual Performance Review and Development Plan (PRD) and regularly review this plan to ensure staff development needs are met
- Participate in regular supervision with the manager and complete annual PRD
- Undertake education and training to ensure clinical practice is evidence based

Research

- Support the culture of the OT department that strives for continuous improvement to deliver the best possible care for our patients.
- Support the implementation of research projects pertaining to the relevant area of clinical expertise as part of the departmental research program
- Promote and role model behaviours that support the culture of scientific activity, providing support and education for others in the department to identify and undertake research, presentation and publications.

Information Management

- Ensure the appropriate dispersion of information to staff
- Record in patient medical record according to policy/ procedure and Austin Health documentation standards
- Adhere to Austin Health's policies for use of Information Technology
- Meet activity and reporting timelines for projects and committee work

- Maintain and store minutes of meetings in areas of responsibility
- Record accurate statistics as per policy and procedures

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

Selection Criteria

Essential Knowledge and skills:

- Allied health trainee role, no formal qualifications required
- Demonstrated interpersonal skills that promote team engagement
- Demonstrated ability to prioritise tasks effectively to meet deadlines and an awareness of when to seek assistance if required
- An ability to work autonomously, problem-solve and self-manage competing demands with limited support
- A flexible and positive approach to teamwork and a willingness to undertake a broad range of clinical and non-clinical duties
- Demonstrated ability to undertake professional supervision
- Excellent interpersonal and customer focus skills
- Demonstrated computer literacy
- High level written and verbal skills
- A commitment to Austin Health values: Our actions show we care, we bring our best, together we achieve and we shape the future.
- Current drivers license

Desirable but not essential:

- Experience working in a public health setting

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Document Review Agreement

Manager Signature	
Employee Signature	
Date	