Position Description

Position Title	Allied Health Assistant
Position Number	30013562
Division	Community and Continuing Care
Department	Physiotherapy and Exercise Physiology
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest) Enterprise Agreement 2025-2027
Classification Description	Allied Health Assistant Grade 3
Classification Code	Grade 3 IN30
Reports to	Manager Physiotherapy and Exercise Physiology via delegate
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement and the Allied Health Grade Level Capabilities: Grade 3 Allied Health Assistant. Please refer to links provided to these documents.

The Grade 3 Allied Health Assistant is responsible for the provision of Allied Health Assistant Services within a designated clinical caseload, appropriate to their level of experience and competency. Grade 3 level Allied Health Assistants are required work under the supervision of an Allied Health Professional, either directly or indirectly, within the interdisciplinary team.

The purpose of this position is to:

- provide best practice client centred clinical care to clients within the designated caseload in Physiotherapy and Exercise Physiology services of Bendigo Health. This position will primarily provide service to Orthopaedic and Surgical wards, flexibility will be required to ensure delivery of prioritised evidence-based service to hospital wards
- Provide supervision and support to Grade 2 Allied Health assistants
- Provide supervision and support to Allied Health Assistant students
- Where required, Allied health staff may be rostered to work on weekends and public holidays
- contribute to the development of the Physiotherapy and Exercise Physiology service, as well as the general Physiotherapy and Exercise Physiology department as appropriate.

Responsibilities and Accountabilities

Key Responsibilities

The key responsibilities and duties of the Grade 3 Allied Health Assistant include, but are not limited to:

Key Responsibilities	Demonstrated by
1. Provision of care	• Carry out therapy programs, as delegated by the treating Allied Health Professional (AHP) to promote each person's inclusion and participation in the communities they choose • Lead and/or assist in group programs as delegated by the treating AHP • Support the use, maintenance and provision of appropriate aids, equipment and assistive technology as delegated by the treating AHP • Provide timely feedback to AHPs regarding client therapy and support provision including consultation on the need for progression of activities or need for additional input from relevant team members • Report any changes in client status to the treating AHP promptly and/or to relevant care provider to minimise potential adverse effects • Demonstrate current clinical knowledge and an understanding of evidenced based practice in relevant therapy/service area • Work collaboratively with clients, family/carers to ensure therapy and supports are person centred • Contribute to the provision of health promotion and prevention strategies to individuals and their family/carers as delegated by the AHP • Manage and prioritise an appropriate caseload in collaboration with the team, within individual scope of practice • Complete administrative tasks as delegated or relevant to clinical role

2. Collaborative practice	• Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with clients, families/carers, AHAs, AHPs and service providers • Work together as a part of the treating team with AHPs and AHAs in other areas to support consumer care and team function • Facilitate the smooth transition of clients through the health care system, collaborating and liaising with relevant services to ensure continuity of care for individual clients and their families • Provide clinical handover to ensure patient care is maintained
3. Quality, innovation and improvement	**Innovation and change** • Proactively work with clients and colleagues to develop practical and creative solutions to workplace problems • Contribute constructively and encourage positive responses to new ideas or change within the workplace **Quality improvement and research projects** • Lead and/or participate in quality and research activities as applicable to role and therapy practice **Safety and risk management** • Contribute to compliance with relevant quality and safety standards as required • Observe safe working practices and as far as able, protect own and others' health and safety • Act in accordance with the relevant health care or industry standards
4. Professional conduct	• Demonstrate well-developed oral and written communication skills • Recognise issues that may lead to conflict, constructively addressing issues as they arise, and where required escalating for advice and resolution in line with Bendigo Health procedures and values • Respond to and appropriately addresses client, carer/family and employee feedback • As required leads the workforce and participates in discipline and program meetings and working parties, or external forums, as directed
5. Learning and Development	• Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol • Demonstrate a commitment to lifelong learning and evidence-based practice through participating in professional development for self and supporting the knowledge and skill development of other professional groups • Complete all mandatory and required training and professional development requirements • Lead and/or participate in supervision, support and development of allied health assistants and allied health assistant students • Complete all mandatory training and professional development requirements.

Further to the key responsibilities outlined in this position description, Allied Health staff are required to demonstrate the capabilities outlined in the Bendigo Health Allied Health Grade Level Capabilities.

Key Selection Criteria

Essential

- A Certificate IV degree in Allied Health Assistance and ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Professional Standards document
- Demonstrated experience and/or knowledge relevant to an Allied Health in a hospital ward setting and outpatient services, including individual therapy, group therapy, communication of patient information and equipment and environment with a minimum of 3 years' experience (full time equivalent) as a Grade 2 AHA
- Demonstrated knowledge of the Allied Health Assistant/therapy assistant role, scope of practice, and supervision and delegation requirements
- Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe client-focused care
- Demonstrated effective organisation and time management skills to actively plan and manage clinical and non-clinical priorities and meet timeframes
- Demonstrated high level verbal and written communication skills with the ability to interact effectively and appropriately with clients, carers, staff and the community
- Demonstrated proficient skill level in the core competencies for Allied Health Assistants, including individual therapy, group therapy, communication of patient information and equipment and environment
- Demonstrated commitment to lifelong learning through ongoing professional development of self and others
- Demonstrated ability to participate in the supervision of staff and students
- Demonstrated conflict resolution and negotiation skills, and a willingness to seek appropriate support/assistance as required

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health

- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.