

# Position Description

Position Title	Grade 2 Allied Health Assistant
Position Number	30027906
Division	Clinical Operations
Department	Physiotherapy and Exercise Physiology
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Grade 2 Allied Health Assistant
Classification Code	IN29
Reports to	Manager Physiotherapy and Exercise Physiology via delegate
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

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. Refer to link at top of page.

## The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Allied Health and Continuing Care Directorate offers a diverse range of programs and services which provide high quality person centred care to patients and consumers in inpatient, outpatient, and community settings.

Our services include:

- Allied Health
- Community and Ambulatory Care
- Community Dental Services
- Referral Centre
- Rehabilitation, Geriatric and Palliative Medicine

The Allied Health team at Bendigo Health comprises over 400 staff including Audiology, Dietetics, Exercise Physiology, Occupational Therapy, Physiotherapy, Podiatry, Psychology/Neuropsychology, Social Work, Speech Pathology, Spiritual Care and Allied Health Assistants. Allied Health clinicians work in a very broad range of roles and are valued in the contribution they make to the multi-disciplinary team.

## The Physiotherapy and Exercise Physiology

The Physiotherapy and Exercise Physiology team (including Allied Health Assistants and Administrative Support staff), work together to provide high quality physiotherapy and exercise physiology services to patients across the full continuum of care. All members of the team are valued in the contribution they make to ensure our clinical and teaching services are consistently customer focussed.

Physiotherapists assess, diagnose, treat and work to prevent disease and disability through physical means. The team are experts in movement and function who work in partnership with patients and the multidisciplinary team to maximise a patient's function. The Physiotherapy team work across a wide variety

of clinical areas including but not limited to paediatric to geriatric, neurological to orthopaedic and musculoskeletal and can help to recover from injury, reduce pain and stiffness and increase mobility.

Exercise Physiologists play an important role as physical activity and exercise specialists as an integral treatment for primary and secondary prevention and the treatment of chronic disease. Exercise Physiologists work across a variety of clinical conditions including patients currently with existing injury, that require rehabilitation to improve physical function; and patients in need of lifestyle change through risk factor modification, at all levels of readiness to behavioural change.

The Physiotherapy department has an active role in education and research. Bendigo Health Physiotherapy have a partnership with the La Trobe Rural Health School Physiotherapy Discipline where Senior Bendigo Health Physiotherapy staff are actively involved in the provision of clinical supervision and academic teaching, particularly to the third- and fourth-year Physiotherapy students. Exercise Physiology team have partnership with a number of tertiary providers to conduct high quality student placement for 4th year Exercise Physiology students.

## 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 2 Allied Health Assistant. Please refer to links provided to these documents.

The Grade Two 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 Two level Allied Health Assistants are required work under the supervision of an Allied Health Professional, either indirectly or directly, 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.
- Support the provision of care on a rotational basis across Bendigo Health inpatient wards and acute physiotherapy outpatients
- Where required, Allied health clinicians 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 2 Allied Health Assistant are:

Key Responsibilities	Demonstrated by

<b>1. Provision of care</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Assist in group programs as delegated by the treating AHP</li> <li>• Support the use, maintenance and provision of appropriate aids, equipment and assistive technology as delegated by the treating AHP</li> <li>• 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</li> <li>• Report any changes in client status to the treating AHP promptly and/or to relevant care provider to minimise potential adverse effects</li> <li>• Demonstrate current clinical knowledge and an understanding of evidenced based practice in relevant therapy/service area</li> <li>• Work collaboratively with clients, family/carers to ensure therapy and supports are person centred</li> <li>• Contribute to the provision of health promotion and prevention strategies to individuals and their family/carers as delegated by the AHP</li> <li>• Manage and prioritise an appropriate caseload in collaboration with the team, within individual scope of practice</li> <li>• Complete administrative tasks as delegated or relevant to clinical role</li> </ul>
<b>2. Collaborative practice</b>	<ul style="list-style-type: none"> <li>• Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with clients, families/carers, AHAs, AHPs and service providers</li> <li>• Work together as a part of the treating team with AHPs and AHAs in other areas to support consumer care and team function</li> <li>• 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</li> <li>• Provide clinical handover to ensure patient care is maintained</li> </ul>
<b>3. Quality, innovation and improvement</b>	<p><b>Innovation and change</b></p> <ul style="list-style-type: none"> <li>• Work with clients and colleagues to develop practical and creative solutions to workplace problems</li> <li>• Contribute constructively to new ideas or change within the workplace</li> </ul> <p><b>Quality improvement and research projects</b></p> <ul style="list-style-type: none"> <li>• Participate in quality and research activities as applicable to role and therapy practice</li> </ul> <p><b>Safety and risk management</b></p> <ul style="list-style-type: none"> <li>• Contribute to compliance with relevant quality and safety standards as required</li> <li>• Observe safe working practices and as far as able, protect own and others' health and safety</li> <li>• Act in accordance with the relevant health care or industry standards</li> </ul>
<b>4. Professional conduct</b>	<ul style="list-style-type: none"> <li>• Demonstrate well-developed oral and written communication skills</li> <li>• 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</li> <li>• Respond to and appropriately addresses client, carer/family and employee feedback</li> </ul>

	<ul style="list-style-type: none"> <li>• As required represents the workforce and participates in discipline and program meetings and working parties, or external forums, as directed</li> </ul>
<b>5. Learning and Development</b>	<ul style="list-style-type: none"> <li>• Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol</li> <li>• 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</li> <li>• Complete all mandatory and required training and professional development requirements</li> <li>• Participate in supervision, support and development of allied health assistants and allied health assistant students</li> <li>• Complete all mandatory training and professional development requirements.</li> </ul>

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.

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are

achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

1. 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
2. Demonstrated experience and/or knowledge relevant to an Allied Health Assistant in a hospital ward setting and outpatient services, including individual therapy, group therapy, communication of patient information and equipment and environment
3. Demonstrated knowledge of the Allied Health Assistant/therapy assistant role, scope of practice, and supervision and delegation requirements
4. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe client-focused care
5. Demonstrated effective organisation and time management skills to actively plan and manage clinical and non-clinical priorities and meet timeframes
6. Demonstrated high level verbal and written communication skills with the ability to interact effectively and appropriately with clients, carers, staff and the community
7. Demonstrated commitment to lifelong learning through ongoing professional development of self and others
8. Demonstrated ability to participate in the supervision of students
9. Demonstrated conflict resolution and negotiation skills, and a willingness to seek appropriate support/assistance as required
10. Demonstrated ability to engage with relevant workplace IT systems relevant to role

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality client care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Working with Children Check** Bendigo Health has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

*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.*