

Position Description

Position Title	Allied Health Assistant Grade 2
Position Number	30028597
Division	Community and Public Health Services
Department	Aged Care Residential Services
Enterprise Agreement	VPHS (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Classification Description	Allied Health Assistant Grade 2
Classification Code	IN29
Reports to	Senior Clinician Physiotherapy Residential Service
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

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.

Community and Public Health Services Division / Residential Services Division

The Community and Public Health Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our services.

The Division provides support for the Public Health Unit, Community Services, Aged Care Residential Services (200+ residents), Infection Prevention & Control and Public Private Partnership (PPP) and has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services, vaccination/testing clinics, infection control practices, Bendigo Hospital maintenance, carer support and community nursing.

In addition, the Community and Public Health Services Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing workforce to feel valued and empowered.

The Residential Services Team

Bendigo Health's Residential Services provides accommodation for 265 older residents of Bendigo and surrounding areas who require low and high level care. Also known as hostels and nursing homes, our facilities are spread over multiple campuses:

- Gibson Street Complex is located at 26 Gibson Street, Bendigo. It includes
 - Joan Pinder Nursing Home with 60 beds
 - Stella Anderson Nursing Home with 60 beds
- Simpkin House, is located at 6 Gibson Street, and consists of a 10 bed memory support unit and 30 aged person mental health residential service beds.
- Golden Oaks Complex is located in Stoneham Street, Golden Square. It includes:
 - Golden Oaks Nursing Home with 60 beds
 - Carshalton House with 45 beds.

The residential services team provide high quality of care in all our residential care facilities. Our homes accommodate and care for some of the most vulnerable older people in our community. The team strives for service excellence through innovation and constantly monitoring our care standards and seeking to do things better.

The Position

Allied Health Assistants provide a support role to allied health staff at Bendigo Health Residential Services. The Allied Health Assistant role includes 24 hours per week at Gibson Street Complex. This position will work across the Residential Service Aged Care facilities, Golden Oaks Complex and Gibson Street Group.

The role of the Allied Health Assistant includes, but is not limited to:

- Providing individual or group therapeutic interventions, including ADL retraining as prescribed by allied health professional.
- Monitoring clients to ensure they follow their program as prescribed by an allied health professional
- Facilitating patient handling and movement.
- Resource development
- Collecting & preparing equipment
- Training patients in the use of basic and complex therapy equipment and devices
- Using designated screening tools
- Collecting specific patient data under direction of the allied health professional
- Completing administration tasks

The Bendigo Health Allied Health Assistants Guidelines and Expectations document defines the scope of practice for allied health assistants at Bendigo Health.

Responsibilities and Accountabilities

Key Responsibilities

The Grade 2 AHA will work under the supervision of a Residential Service allied health professional (AHP) and will work within the following scope of practice:

Scope of practice & breadth:

- Works directly with an AHP; or works alone or in teams under supervision, following a prescribed program of activity.
- Uses communication & interpersonal skills to assist in meeting the needs of patients.
- Identifies patient circumstances that need additional input from the AHP.
- Prioritises work & accept responsibility for outcomes within the limit of their accountabilities.
- Demonstrates a capacity to work flexibly across a broad range of therapeutic & program related activities.
- Seeks appropriate patient information from patient files and multidisciplinary team prior to intervention.
- Documents patient attended therapy in Manad and any progress or change in condition
- Following initial prescription and training by the AHP, the AHA assists in the training of patients in the use of basic and complex therapy equipment.
- Uses designated screening tools and reports to the AHP
- Collects patient specific data under direction of the AHP eg, patient weight.
- Following the AHP assessment and demonstration, safely facilitates patient handling and movement.

- Provides individual or group therapeutic interventions under direction. This may include following clinical protocols.
- Development of resources including communication books and therapy resources.
- Supporting programming of and patients to learn skills using alternative and augmentative communication devices
- Mealtime supervision and support
- Provides administrative support to an AHP or AH work group, performing such tasks as filing, photocopying, minute taking, or the production of non-clinical resources.
- Identifies and actively participates in department quality activities.

Judgement:

- Recognises own limits of competency and communicates this to supervising AHP.
- Appropriately responds to referrals as per department guidelines.
- Assists in prioritising workload with supervising AHP.

Knowledge & experience

- An understanding of, and capacity to deliver, a high standard of person centred care.
- An inherent understanding/familiarity/ exposure to allied health (AH) services, philosophy and theoretical models.
- Has knowledge and application of relevant Acts / Legislation i.e., privacy, OH&S
- Capacity to familiarise self and understand relevant organisational policies and procedures e.g. manual handling, infection control
- Under direction, assists in the education of patients within defined areas of practice.
- Participates in professional development opportunities.
- Able to use a range of information technology applications (Email, Word, Excel, PowerPoint)
- Has intermediate level knowledge of medical conditions, terminology, disease and ageing process – common diagnoses, deficits and medical terms.

Interpersonal Skills;

- Demonstration of effective and appropriate verbal and nonverbal communication with therapists, teams, patients and families
- Effectively communicates with patients who are culturally and linguistically diverse including the use of interpreters
- Works as a contributing member of the allied health team
- Has the ability to respond appropriately to sensitive information and communicate appropriately, reporting as required
- Has the ability to identify and respond appropriately to information divulged outside the therapeutic relationship as defined by the scope of practice.

Accountability:

- Ensures tasks are completed in a timely manner
- Works within established guidelines and organisational policies and procedures for OH&S, privacy and confidentiality, infection control, manual handling protocols, hazard identification and risk control and ethical considerations.

Supervision of others

- Assists with training of AHA students.
- Provides direction for Grade 1 AHA's.

Peer support of others

- At discretion of supervising AHP who is responsible for identifying experience and training of AHA that may facilitate participation in peer support.

Some specific tasks that this Grade 2 AHA will be engaged to attend to will include;

1. **Clinical Care**

- 1.1 Safe and effective supervision and assistance with patient exercise programs (individual or group), group program (breakfast group and cognition groups) and individual ADL retraining programs, as prescribed by the AHP responsible for the patient.
- 1.2 Fit patients with appropriate aids and devices as requested by the referring AHP, includes giving education on use of equipment & supervising practice.
- 1.3 Management, oversight and tracking of Allied Health equipment throughout inpatient units.
- 1.4 Safe and effective supervision of patient's using Ventolin and saline via a nebuliser, off wall oxygen or via a pump as prescribed and administered by medical & nursing staff.
- 1.5 Safe management and handling of portable oxygen, IV equipment and other attachments required by patient's during mobilisation.
- 1.6 Safe application of hot packs or ice packs as prescribed by a physiotherapist.
- 1.7 Recording group activity on Manad for collation of monthly statistics.

2. **Administration Support**

Undertake general administrative and clerical duties as directed;

3. **Additional Responsibilities:**

- 3.1 Participate in team/departmental meetings & other organisational meetings as required.
- 3.2 Participate in staff development and training as required.
- 3.3 Participate in service development activities as required.
- 3.4 Other duties as determined by the department or program Manager.

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

Qualifications/ Certificates

1. Completion of, at least, Certificate IV in Allied Health Assistance from a Registered Training Organisation (RTO), or its equivalent, and the ability to meet Bendigo Health Credentialing and Scope of Practice requirements (see attached document)., that is relevant to the field of practice e.g. community services, health support services, fitness instructor, community and health services.

Clinical and professional skills:

2. Demonstrated ability to provide individual or group therapeutic interventions, including ADL retraining.
3. Demonstrated ability to provide training to patients in the use of basic and complex therapy equipment and devices
4. Demonstrated ability to work collaboratively and highly effectively in a multi-disciplinary, multi-functional environment.
5. Demonstrated high level time management work to deadlines, organisational and planning skills
6. Excellent interpersonal communication skills (written and verbal) in a professional clinical setting

7. Confident using Word, Excel, Outlook and adept at learning new technology systems and devices
8. Enthusiasm for and commitment to own learning and development

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 patient 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

National Disability Insurance Scheme (NDIS) Check Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

Drivers Licence A current Victorian driver's licence is required for this position.

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.