Employment

Position Description

Position:	Allied Heath Assistant – Allied Health Services
Award:	Lyndoch Living (Health and Allied Services, Managers and Administration Officers) Enterprise Agreement, 2016-2020
Classification:	As per Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	Certificate III or IV in Allied Health Assistance (highly desirable but not essential) Previous industry experience highly desirable

Position Objective(s)

The Allied Health Assistant will assist Allied Health Professionals to:

- Work closely with the multidisciplinary allied health team to provide a flexible and responsive service that works to meet each consumer's identified goals;
- Deliver individual and group interventions and/or therapy programs, as delegated by the treating therapists;
- Be responsible for administrative and clinical support functions, which assist with individual consumer and program management and contribute to the effectiveness and efficiency of the service.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

One Team
We value and recognise individuality as a vital part of developing a unified voice.

Pride
We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace
We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture
We always start with 'yes' in every deliberation.

Customer Service
We ensure that customers feel engaged and valued in every interaction.

Innovation
We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment
We recognise that fun and enjoyment are critical to success.

Social Purpose
Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

Safety
We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

Clinical Responsibilities:

To provide allied health therapy interventions as directed by qualified Allied Health Professional:

- Planned therapy sessions are
  - directed by the Allied Health Professionals including Exercise Physiologist, Physiotherapist, Social Worker / Welfare Worker, Occupational Therapist
  - delivered within the consumer / participant's home, Community Rehabilitation Centre and / or the community
  - both one to one or group based
  - individualised to the consumer or generic for example a based exercise program
- Monitor consumer / participant during therapy sessions and report any changes or abnormalities to allied health staff
- Engage with consumer / participant on a holistic level about their performance, progress towards goals and/or concerns; including both seeking and providing feedback
- Liaise with relevant Allied Health Professionals to ensure feedback regarding the consumer / participant's performance is provided
- Modify a session / exercise within scope of practice or within limits prescribed by treating Allied Health Professional
- Maintain clinical documentation to a medico-legal standard including routine provision of care, communication involving both internal and external key stakeholders, changes

with consumer / participant performance, and any issues or concerns related to clinical care
- Provide support to students undertaking student placement within Allied Health Services

Clinical Leadership:

- Work as part of a team to participant in the planning, delivery and management of Allied Health programs
- Collaborate with and assist, allied health staff and consumers / participants, to achieve their identified goals
- Demonstrate an ability to plan, implement and manage a consumer's / participant's program as specified by allied health staff.
- Be able to work autonomously, or as part of a team in delivery of responsibilities
- Report and document consumer / participant outcomes once goals are achieved
- Develop, implement, monitor and review consumer / participant's goal directed care plan, incorporating all goals and supports / services offered by Allied Health Services to achieve outcomes.
- Generate referrals as clinically appropriate or as requested
- Understand needs and requirements of safe delivery of care for older people, individuals with a disability and people with complex health needs, and how to support best outcomes
- Understand common medical conditions and consumers' experience for example chronic disease, to ensure the safe implementation of therapy services
- Actively participant in the development of the Allied Health Assistant role

Clinical Administration

To assist with the following administration duties as required:

- Record and maintain appropriate documentation in both electronic and hard-copy consumer / participant files
- Manage caseload including individual appointments, car bookings
- Complete input of statistical data for both individual and group therapy
- Complete scanning to online system (HMS) and filing
- Monitor and re-order stock and requirements for service delivery
- Management and maintain a gym environment that is clean and safe at all times
- Attend Allied Health Services Clinical Multi-disciplinary Team meetings and Team meetings

Professional Development

- Demonstrate a commitment to ongoing professional development and training, to maintain best practice standards and professional competence
- Ability to recognise own limits and seek guidance from senior staff as necessary
- Maintain a current working knowledge of State and Commonwealth Government Regulations, Legislation and Policies related to care of older people and people with a disability.
- As relevant imbed the principles of the:
    - Aged Care Standards
    - National Disability Insurance Scheme
    - National Safety and Quality Health Service Standards

Risk Management

- Participate in annual Occupational Health and Safety (OH&S) training and ensure a safe clean work environment is maintained at all times
- Be actively involved in applying OH&S standards to ensure a safe work environment is maintained and safety standards are met at all times; both in the Centre or in the client's home.
- All equipment used is to meet OH&S standards for safe use of that equipment
- Ensure equipment and furniture used is maintained for safe use, or flagged for replacement or repair as per the maintenance procedure, including infection control
- Have a current knowledge of safe manual handling standards and work practices
- To minimize infection ensure a safe clean work environment is maintained at all times
- Analysis and maintain processes to identify and or mitigate actual or potential risk and implement strategies to minimise risk as required, including initiation, follow up and completion of incident entries (via RISKMAN)

Continuous Improvement

- Participate in regular review processes to ensure best consumer / participant care and service targets are met
- Actively participate to ensure services are delivered effectively and efficiently to meet the needs of all service users and provide feedback when required
- Actively participant and maintain Support and Growth Plan, including responding to feedback

Organisational Relationships

Reports to:	Allied Health and Reablement Manager
Supervises:	Work placement students; volunteers
Internal Contacts:	All consumers and participants, their carers and families, and all Lyndoch staff
External Contacts:	Other Service Providers, Other Health Professionals, Contractors, Members of the public

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated ability to meet the criteria of an Allied Health Assistance (Certificate III Allied Health Assistance or Certificate IV Allied Health Assistance)
- Well develop digital literacy skills
- Demonstrate the ability to work autonomously and in a collaborative team environment
- Demonstrate developed time management skills with prioritising delegated tasks and the ability to adhere to timeframes
- Ability to approach difficult tasks and sudden changes appropriately
- Willingness to learn and develop the Allied Health Assistant role including participation in upskilling programs

- Exerpience working as an Allied Health Assistant
- Demonstrated knowledge and experience in Aged Care, Disability and/or Health
- Demonstrate the ability to support and assist in change management initiatives

Management Skills

The following management skills are required to be utilised:

- Ability to provide guidance and intervention when implementing therapeutic strategies that is respectful of consumer / participant choice
- Ability to prioritise and complete tasks within an agreed time frame.
- Sound skills and experience in office management
- Ability to work with electronic information and hard-copy data to meet the needs of effective service delivery for the allied health team.
- Ensure clinical documentation standards are met, and consumer / participant statistics are recorded in a timely manner
- Demonstrated computer literacy and working knowledge of software applications
- Be involved in organisational continuous improvement processes that promote best practice and quality driven outcomes for consumers/ participants.
- Supervision of students as required.
- Participate in a team focused work environment that encourages input from team members, enhancing job satisfaction and team performance

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Sound communication, interpersonal and negotiating skills, including well-developed written and oral skills
- Demonstrate attributes of empathy and with a consumer / participant focus
- Excellent communication and interpersonal skills including positive customer focus skills
- Able to work autonomously and as part of a multidisciplinary team.
- Able to adjust communication to meet needs of all consumers/participants and their key stakeholder
- Proven ability to work with and relate to a diverse range of people and adults of all ages their carers, family and relevant others, and demonstrate cultural sensitivity
- Ability to problem solve and resolve conflict to bring about a measureable outcome
- Ability to take direction and respond to feedback

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation

- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by:	Director of Nursing
Date:	July 2021