

Employment

# Position Description

<b>Position:</b>	Allied Health Assistant – Community Services
<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025
<b>Classification:</b>	As per Enterprise Agreement
<b>Status:</b>	As per contract of employment
<b>Qualifications:</b>	Certificate III or IV in Allied Health Assistance or working towards Driver's Licence (desirable)

## Position Objective(s)

The position requires an Allied Health Assistant to:

- Assist Allied Health and other care professionals in the provision of community based programs via assessment, planning, implementation and evaluation of client programs; specifically addressing the impacts of aging, disability and/or health issues on quality of life
- Provide therapy / programs in a holistic, goal focused and person centred manner, with a strong emphasis on wellness, reablement, social connection and carer support.
- Deliver individual and group interventions and/or therapy programs within a variety of different settings
- Work closely with the multidisciplinary team to provide a flexible and responsive service that works to meet each consumer's identified goals

The position is employed across the Community Services Division, with an initial focus on Allied Health Services and Homestead Respite Programs.

## 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:**

- Deliver planned therapy / program sessions to consumers in both
  - one to one and/or group environments, and
  - onsite and/or wider community.
- Engage with consumer on a holistic level about their performance, progress towards goals and/or concerns; including both seeking and providing feedback
- Liaise with relevant professionals to ensure
  - feedback regarding the consumer / participant's performance is provided
  - all therapy interventions are current
  - timely reviews by appropriate allied health provisions
- Modify a therapy / program within scope of practice or within limits prescribed by treating professional
- Work within multidisciplinary team to develop treatment / program plans
- 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

### **Clinical Leadership:**

- To be able to work as part of a team to participant in the planning, delivery and management of community services programs
- Collaborate with and assist, other staff and consumers, to achieve their identified goals
- Demonstrate an ability to plan, implement and manage a consumer's program as specified by supervising staff member
- Direct and supervisor consumers in therapy/ program sessions
- Be able to work autonomously, or under supervision in delivery of position
- Report and document consumer outcomes once goals are achieved
- Monitor consumers during therapy / program sessions and report any changes or abnormalities to supervision staff member
- Deliver a generic chair based exercise program
- Engage with consumer / participant on a holistic level about their performance, progress towards goals and/or concerns; including both seeking and providing feedback
- As Key Person, to develop, implement, monitor and review consumer goal directed care plan, incorporating all goals and supports / services offered by Allied Health Services to achieve outcomes.
- Generate referrals as clinically appropriate
- Understand needs and requirements of older people, the aging process and safe delivery of care
- Understand needs and requirements of young adults with a disability and best approach to support participants
- Understand common medical conditions that consumers' experience for example chronic disease, to ensure the safe implementation therapy services

### **Clinical Administration**

To assist with administration duties as required for effective service provision:

- 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 HMS/TCM and filing
- Monitor and re-order stock and requirements for service delivery
- Management gym environment
- Attend Clinical Meetings as required.

### **Professional Development and Behaviours**

- Demonstrate a commitment to ongoing professional development and training, to maintain best practice standards and professional competence

- Identify personal and professional development needs, and implement strategies for achieving these
- Participant in sessions specifically aimed at upskilling the role of the Allied Health Assistant
- Demonstrate best practice in service delivery
- Demonstrate an ability to manage your own work schedule
- Ability to recognize 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.
- Imbed the principles of the Aged Care Standards into all intervention undertaken with the consumers
- Imbed the principles of the National Disability Insurance Scheme into all intervention undertaken with the participants
- Imbed the principles of the National Safety and Quality Health Service (NSQHS)

### **Risk Management**

- Participate in annual Occupational Health and Safety (OH&S) training
- 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 center or at 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
- 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
- Maintain all Mandatory Training
- Seek clarification on safety matters when unsure.
- 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 RISKMAN entries

### **Continuous Improvement**

- Participate in regular review processes to ensure best consumer / participant care and service targets are met
- Participate in organisational continuous improvement and evidence based quality driven outcomes
- Actively participate to ensure services are delivered effectively and efficiently to meet the needs of all service users.
- Provide feedback regarding existing and new areas of need for services and programs.
- Actively participant and maintain Support and Growth Plan, including responding to feedback
- Assist and support management to undertake strategic service planning.

## **Organisational Relationships**

<b>Reports to:</b>	Allied Health and Reablement Manager
<b>Supervises:</b>	Students if qualified
<b>Internal Contacts:</b>	All Lyndoch Living staff, consumers and families
<b>External Contacts:</b>	Members of the public, contractors, suppliers, and other service providers including but not limited to General Practitioners, Case Managers, other allied health professionals

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilized:

- Allied Health Assistant Certificate III, IV or equivalent
- Willingness to learn and develop the Allied Health Assistant role including participation in upskilling programs

## Management Skills

The following management skills are required to be utilized:

- Ability to provide guidance and intervention when implementing therapeutic strategies that is respectful of consumer / participant choice
- Ability to prioritize 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:

- 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 relevant training to ensure continued professional development for the betterment of the organisation.
  - Complete all required mandatory training
  - Participate in continuous improvement activities in accordance with good work practice and accreditation guidelines.
  - Respect diversity in values, customs and beliefs.
  - Develop and deliver training to staff, students, volunteers and clients on topics relevant to clinical role and experience.
- 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: Acting Chief Executive Officer

Date: October 2022