

Position Description

Position Title	Allied Health Assistant (Grade 2)
Position Number	30027807
Division	Clinical Operations
Department	Continuing Care
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	Stream Leader OPRS Stream E
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 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 Community and Continuing Care Division

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Outpatient Rehabilitation Team

The Outpatient Rehabilitation Services (OPRS) Team is located at the Clinical services campus (CSC) and at the Stewart Cowen Community Rehabilitation Centre (SCCRC) in Eaglehawk.

The Team provides specialist assessment and outpatient rehabilitation to children and adults in the Bendigo and Northern Victorian Region. Rehabilitation is time limited, goal orientated and aimed at maximising potential and quality of life and can be provided either in the centre or in the client's home.

Most clients receive a range of services which may include:

- Physiotherapy
- Occupational therapy
- Speech pathology
- Social work
- Nursing
- Medical
- Podiatry
- Psychology and neuropsychology
- Exercise physiology
- Dietetics

There are over 110 OPRS staff who work as multidisciplinary teams and are each operationally managed by a stream leader. There are 6 streams, with each stream comprising of differing clinics/areas of work.

The Position

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This position includes a range of shifts rostered between 8:00am and 6:00pm Monday-Friday. OPRS delivers services from the Clinical service campus and the Stewart Cowen site at Eaglehawk and staff may be rostered across both sites. As an Allied Health Assistant in Stream E, you will be expected to work across multiple clinics, assist with groups (including hydrotherapy), provide 1:1 sessions (under the guidance of Allied Health Practitioners) and assist with cleaning/ordering/equipment related tasks.

Responsibilities and Accountabilities

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

- Works directly with a clinician or under supervision following a prescribed program of activities
- Prioritises work & accepts responsibility for outcomes within the limit of their accountabilities
- Demonstrates a capacity to work flexibly across a broad range of therapeutic & program related activities including tasks related to the hydrotherapy pool, equipment maintenance and cleaning duties
- Seeks appropriate client information from client referral, online systems and multidisciplinary team prior to intervention
- Following initial prescription and training by the AHP, the AHA may assist in the training of clients in the use of basic and complex therapy equipment
- Uses designated screening tools and reports to the AHP
- Following AHP assessment and demonstration, safely facilitates client handling and movement where required
- Provides individual or group therapeutic interventions such as land or aquatic based groups under direction
- May assist with training of AHA students
- Assists with clinical administrative tasks to support the service as delegated
- Other reasonable duties as directed
- Will work with a variety of age groups (including paediatrics) and health conditions

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

Essential

1. Completion of, at least, Certificate IV in Allied Health Assistance from a Registered Training Organisation (RTO), or its equivalent, that is relevant to the field of practice e.g. community services, health support services, fitness instructor, community and health services. (*Allied Health Professional undergraduate student is highly recommended*).

2. Adherence to the requirements of the role and alignment with the Bendigo Health values of caring, passionate and trustworthy

Desirable

3. A good understanding of the allied health clinician role (speech pathology/physiotherapy/occupational therapy), related terminology and client groups we work with
4. Able to implement intervention plans designed by a clinician
5. Confident using Word, Excel, Outlook and adept at learning new technology systems and devices
6. Able to independently manage time and work to deadlines
7. Excellent interpersonal communication skills (written and verbal) in a professional clinical setting
8. Enthusiasm for and commitment to own learning and development
9. Able to work collaboratively as part of a team

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

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.