

Position Description

Position Title	Grade 2 Allied Health Assistant
Position Number	30101060
Division	Community and Continuing Care
Department	Transition Care Program
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Allied Health Assistant Grade 2
Classification Code	IN29
Reports to	Manager Transition Care/GEM@Home/Residential in Reach
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 Transition Care Program (TCP), GEM@Home and Rehabilitation in the Home (RITH) Department

The **Geriatric Evaluation and Management at Home (GEM@Home)** and **Rehabilitation in the Home (RITH)** are an innovative and expanding subacute service that promotes a home first approach. Geriatric and Rehabilitation services are provided seven days per week to medically stable patients in their home environment. Patients are accepted onto the program from both hospital and external community referrals. Currently there are 15 places across these programs.

Our GEM@Home and RITH programs provide multidisciplinary care in the client's home (medical, nursing, dietetics, exercise physiology, occupational therapy, physiotherapy, social work, and speech pathology). Where required services such as personal care, domestic assistance and respite are arranged for the client.

Transition Care Program (TCP) provides short-term care to optimise the functioning and independence of older people after a hospital stay. The care is goal orientated, time-limited and therapy focused. The team achieve their goals through case management, targeted therapy and implementation of services based on individually assessed needs to maximise function and independence.

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 to 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 TCP, GEM@Home and RITH services of Bendigo Health
- The role of the Allied Health Assistant includes, but is not limited to:
- Providing individual or group therapeutic interventions
- Monitoring patients to ensure they follow their program as prescribed by an allied health professional
- Facilitating patient handling and movement
- Collecting & preparing equipment
- Training patients in the use of basic and complex therapy equipment
- Using designated screening and delegation tools
- Collecting specific patient data under direction of the allied health professional
- Completing administration tasks
- where required, Allied Health clinicians will be rostered to work on weekends and public holidays
- contribute to the development of the TCP, GEM@Home and RITH service, as well as the general Allied Health Assistant 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
1. Provision of care	<ul style="list-style-type: none">• 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• Assist in group programs as delegated by the treating AHP• Support the use, maintenance and provision of appropriate aids, equipment and assistive technology as delegated by the treating AHP• 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• Report any changes in client status to the treating AHP promptly and/or to relevant care provider to minimise potential adverse effects

	<ul style="list-style-type: none"> • Demonstrate current clinical knowledge and an understanding of evidenced based practice in relevant therapy/service area • Work collaboratively with clients, family/carers to ensure therapy and supports are person centred • Contribute to the provision of health promotion and prevention strategies to individuals and their family/carers as delegated by the AHP • Manage and prioritise an appropriate caseload in collaboration with the team, within individual scope of practice • Complete administrative tasks as delegated or relevant to clinical role
2. Collaborative practice	<ul style="list-style-type: none"> • Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with clients, families/carers, AHAs, AHPs and service providers • Work together as a part of the treating team with AHPs and AHAs in other areas to support consumer care and team function • 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 • Provide clinical handover to ensure patient care is maintained
3. Quality, innovation and improvement	<p>Innovation and change</p> <ul style="list-style-type: none"> • Work with clients and colleagues to develop practical and creative solutions to workplace problems • Contribute constructively to new ideas or change within the workplace <p>Quality improvement and research projects</p> <ul style="list-style-type: none"> • Participate in quality and research activities as applicable to role and therapy practice <p>Safety and risk management</p> <ul style="list-style-type: none"> • Contribute to compliance with relevant quality and safety standards as required • Observe safe working practices and as far as able, protect own and others' health and safety • Act in accordance with the relevant health care or industry standards
4. Professional conduct	<ul style="list-style-type: none"> • Demonstrate well-developed oral and written communication skills • 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 • Respond to and appropriately addresses client, carer/family and employee feedback • As required represents the workforce and participates in discipline and program meetings and working parties, or external forums, as directed
5. Learning and Development	<ul style="list-style-type: none"> • Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol • 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 • Complete all mandatory and required training and professional development requirements

	<ul style="list-style-type: none"> • Participate in supervision, support and development of allied health assistants and allied health assistant students • Complete all mandatory training and professional development requirements.
--	--

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

Essential

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 community and bed-based settings
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

Desirable

7. Demonstrated proficient skill level in the core competencies for Allied Health Assistants, including individual therapy, group therapy, communication of patient information and equipment and environment
8. Demonstrated commitment to lifelong learning through ongoing professional development of self and others
9. Demonstrated conflict resolution and negotiation skills, and a willingness to seek appropriate support/assistance as required

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

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.