POSITION DESCRIPTION – Alfred Health / The Alfred / Caulfield Hospital / Sandringham Hospital

DATE REVISED: 20/03/2020

POSITION: Allied Health Assistant – Grade 3
Full Time Permanent (1.0 EFT) – 80 hours per fortnight (ADO per 4 weeks)

AWARD/AGREEMENT: Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: Allied Health Assistant – Grade 3 (TC2), Qualified

DEPARTMENT/UNIT: Occupational Therapy - Initially employed within the Occupational Therapy Department, Caulfield Hospital

CLINICAL PROGRAM: Allied Health

DIVISION: Nursing Services

ACCOUNTABLE TO: Allied Health Manager – Occupational Therapy

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEF

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

DEPARTMENT

Allied Health

Alfred Health - Allied Health is comprised of ten therapy and science disciplines, working across acute, rehabilitation/aged care, mental health and community/ambulatory care services.

The Allied Health Professional Practice Framework underpins the work of Allied Health at Alfred Health in contributing to Alfred Health’s purpose.
Occupational Therapy

Alfred Health - Occupational Therapy Services operates across The Alfred, Caulfield and Sandringham Hospitals, with clinical services aligned to Alfred Health strategic goals and operational performance targets.

The Occupational Therapy Service is committed to the provision of high quality, evidence-based care, and strongly values professional development and clinical supervision. Clinical service provision is focused on inpatient acute, rehabilitation and aged care streams, for diverse patient populations including emergency, general medicine, surgical, orthopaedic, neurological, trauma, spinal, amputee and burns/plastics specialty units.

POSITION SUMMARY

The Allied Health Assistant - Grade 3 (AHA) works closely with Occupational Therapy staff to provide a flexible and responsive service that meets each client's identified therapeutic goals.

The position is primarily responsible for the implementation of individual and group interventions and/or therapy programs, as delegated by the treating Occupational Therapist. This includes the ability to identify potentially suitable therapeutic activities, and plans to progress client intervention within defined boundaries. The AHA will also be responsible for administrative and clinical support functions, which assist with patient management and contribute to the effectiveness and efficiency of the Occupational Therapy Service.

It is a condition of employment that individuals may be required to work across all Alfred Health sites and services, including weekend and Public Holiday shifts as rostered.

KEY CAPABILITIES AND VALUES:

- Respectful in all interactions with patients, families/carers, staff and other external stakeholders.
- Customer-focused approach to patient care.
- Flexible and adaptive to demands of the working environment.
• Openness and honest.
• High integrity.
• Team-player.
• Motivated and enthusiastic.

QUALITY, SAFETY, RISK and IMPROVEMENT
• Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
• Follow organisational safety, quality & risk policies and guidelines.
• Maintain a safe working environment for yourself, your colleagues and members of the public.
• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
• Promote and participate in the evaluation and continuous improvement processes.
• Comply with principles of Patient Centred Care.
• Comply with Alfred Health mandatory continuing professional development requirements.
• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF
• Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
• Comply with relevant privacy legislation.
• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
• Comply with Alfred Health medication management and medication safety policies and guidelines.
• In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
• Research activities will be undertaken commensurate with the role.

KEY CAPABILITIES: DUTIES AND RESPONSIBILITIES

SKILLS
*Under the supervision of an Occupational Therapist, the AHA will:*

**Clinical Care**
• Models a client-centred approach in interactions with patients and their family/carers.
• Demonstrates a sound knowledge of medical conditions, terminology, disease and ageing processes, and the basic theoretical principles of Occupational Therapy practice.
• Demonstrates a capacity to work flexibly across a broad range of therapeutic and program related activities.
• Collects patient specific data in consultation with the treating Occupational Therapist (ie. initial contact data gathering).
• Implements individual/group therapies to patients, either independently or in teams, as directed by the treating Occupational Therapist.
• Identifies potentially suitable therapeutic activities and progresses patient intervention within defined boundaries, as directed by the treating Occupational Therapist.
• Provides set education sessions to patients and/or their family/carers upon the direction of the treating Occupational Therapist (ie. equipment safe use/care, energy conservation).
• Assists in the transfer/portering of patients as directed by the treating Occupational Therapist
• Assists with maintaining aids/equipment items in safe working condition, and ensures prudent use of aids/equipment.
• Provides regular feedback to allocated supervisor regarding clinical and administrative workload.
• Documents accurately in the patient’s medical history as directed by the treating Occupational Therapist, and in accordance with departmental protocols.
• Adheres to Victorian privacy laws – Information Privacy Act 2000 and the Health Records Act 2001, as well as other laws that regulate the handling of personal information.
• Engages in an ethical and professional manner with clients, family/carers and staff members at all times.
• Undertakes other duties as directed by the Allied Health Manager - Occupational Therapy.
• Undertakes role/responsibilities across other Alfred Health sites/program areas to meet service needs, as directed by the Allied Health Manager - Occupational Therapy.
Communication & Teamwork

- Establishes effective and appropriate therapeutic relationships with patients and their families/carers.
- Establishes effective working relationships (both formal and informal) with the Occupational Therapy Department, relevant nursing, medical and allied health staff, Alfred Health service providers and community-based services, to promote an integrated approach to service delivery.
- Promotes best practice teamwork principles and actively contributes to the interdisciplinary team.
- Provides effective and timely feedback to the treating Occupational Therapist on patient session outcomes and completion of administrative tasks.
- Seeks assistance from the treating Occupational Therapist and/or supervisor when patient circumstances require additional input, or uncertainty exists about specified expectations/role boundaries.
- Actively participates in departmental staff meetings (minimum 80% attendance for full-time staff).
- Provides other AHA’s with assistance if own workload permits.
- Works in partnership with colleagues in other units to ensure an integrated approach to service delivery throughout Alfred Health.
- Consults effectively with allocated supervisor.
- Fosters a culture of openness, respect, accountability and professionalism in the workplace.
- Promotes a friendly and cooperative work environment.
- Demonstrates a customer service focus and cultural sensitivity with interactions with patients, carers, staff and the community.
- Displays emerging conflict resolution and negotiation skills.
- Demonstrates clarity in written skills.

Organisational Skills

- Demonstrates punctuality and timeliness.
- Ensures effective use of time and physical resources.
- Responds to referrals/clinical requests in agreed timelines, and in accordance with departmental protocols.
- Completes statistical collection and activity reporting in an accurate and timely manner.
- Meets clinical/non-clinical ratios and agreed performance targets.
- Independently organises daily tasks and prioritises competing demands to ensure completion of clinical work (seeking support from allocated supervisor as necessary).

Professional Development & Supervision

- Develops and maintains knowledge in relevant clinical areas through ongoing participation in professional development, quality and/or research forums, and integrates learning within clinical practice.
- Assumes responsibility for own learning needs, and develops personal learning objectives.
- Participates in regular professional supervision with allocated supervisor, in accordance with departmental protocols.
- Responds to constructive feedback from supervisor regarding work performance, and utilises supervision to reflect upon and improve clinical and/or professional practice skills.
- Participates in annual performance appraisal (at minimum).
- Provides leadership and assists in the supervision of work performed by an AHA Grade 2, as directed by the senior OT.

Clinical Education

- Provides informal supervision to AHA/work experience students, as directed by the senior OT.
- Works effectively with undergraduate Occupational Therapy students.

Service Development Activities & Research

- Demonstrate a basic understanding of issues impacting Allied Health and the Occupational Therapy service, and identifies areas of clinical service provision which may require improvement/change.
- Participates in service development, process redesign and research initiatives, as directed by the Allied Health Manager - Occupational Therapy, senior OT and/or allocated supervisor.
- Participates in Allied Health/Alfred Health working parties, and/or external forum, as directed by the Allied Health Manager - Occupational Therapy.
- Ensures compliance with National Safety & Quality Health Standards.
- Assume responsibility for relevant administrative portfolios or other tasks, as directed by the Allied Health Manager - Occupational Therapy Manager, Stream Leader and/or allocated supervisor.
Leadership Behaviours

- Acts as a role model for professional behaviours to other staff and patients/carers, and at all times maintains a positive image of Alfred Health and the Occupational Therapy Service.
- Demonstrate emerging leadership skills within the Occupational Therapy service.
- Contributes to the promotion of excellence in all work undertaken.
- Complies with Alfred Health and profession specific Code of Ethics.

QUALIFICATIONS/EXPERIENCE

Qualifications

- Completion of Certificate IV (Allied Health Assistance) from a registered training organisation, OR
- Recognised equivalent qualification (as determined by the line manager):
  - Higher qualification in a relevant health science discipline at Diploma or Associate Diploma level
  - Certificate level qualification in a relevant health-related field
  - Eligibility for registration as a Registered Nurse - Division 2
  - Overseas-trained Allied Health practitioner with a qualification at Diploma level or higher
  - Allied Health undergraduate student (in a relevant health science discipline) having successfully completed one year of study at minimum
- Current Victorian Driver’s License (unrestricted)

Key Selection Criteria

Essential

1. Previous employment in an AHA Grade 2 or AHA Grade 3 role (3-5 years’ clinical experience).
2. Previous experience working within an acute, physical/rehabilitation and/or aged care facility.
3. Demonstrated ability to work autonomously (within scope of practice).
4. Sound interpersonal skills, with a proven ability to work well within a team environment and relate to medical, nursing and allied health staff, patients and families.
5. Well-developed written and verbal communication skills.
6. Sound self-management skills appropriate to level of responsibility/experience (i.e., organisation, planning, time management and priority setting).
7. Demonstrated commitment to lifelong learning.
8. Demonstrated understanding of continuous quality improvement principles.
9. Sound understanding of professional codes of conduct and ethical practice.
10. Advanced computer skills.

Desirable

1. Ability to supervise/mentor AHA Grade 2 staff, AHA students and/or work experience students.

Statements included in this Position Description are intended to reflect in general the duties/responsibilities of this position, and are not to be interpreted as being all-inclusive.

Position Description authorised by:

<table>
<thead>
<tr>
<th>Approved (Job title):</th>
<th>Allied Health Assistant – Grade 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised by:</td>
<td>Sarah Bright</td>
</tr>
<tr>
<td></td>
<td>Deputy Allied Health Manager – Occupational Therapy</td>
</tr>
<tr>
<td>Date:</td>
<td>20/03/2020</td>
</tr>
<tr>
<td>Review Date:</td>
<td>20/03/2021</td>
</tr>
</tbody>
</table>

INCUMBENT STATEMENT

I ______________________________________ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: ______________________________________ Date: ___/___/____