

Position:	Allied Health Assistant
Division:	At Home
Reports to:	Allied Health & Development Manager

We all want to be part of something bigger than ourselves. And with us, you can be part of an organisation that truly makes a difference. Here's how.

YOUR ROLE | **Allied Health Assistant**

As an Allied Health Assistant, you will provide support in the delivery of high-quality services under the supervision and direction of the treating allied health professional. These services aim to promote independence and restore functional performance to enable our clients to remain living at home.

YOUR TEAM | **BaptistCare At Home**

We believe in discovering what's possible in peoples' lives and empowering them to live well. Our unique Well-Living® approach to care enables our clients to live their best possible lives at home, where they're surrounded by the people, community and memories they love most. Together as a team we help people feel loved, valued and respected.



OUR SHARED VALUES

BaptistCare's Values have been chosen to reflect both what we as an organisation value, and what our customers have said is important to them. That's why we call them our Shared Values. You will recognise the Values are being lived when you hear your customers say:

LOVE

- You genuinely care and enjoy being with me while you're in my home
- You help me maintain my dignity, you smile and connect with me
- You engage me at my level and our interactions are positive and friendly

RESPECT

- You give me the freedom and flexibility to choose what's right for me
- You are respectful and courteous of my individual journey
- You listen to my stories, you are engaged at every interaction

RELIABILITY

- You do what you say and deliver what you promise. You build trust.
- You move past problems to focus on solutions that work for me
- You are transparent, open and honest. I feel at ease with you

EMPOWERMENT

- You help me preserve and extend my independence
- You focus on my abilities and on helping me to maximise what is possible
- You enable and equip me to live the life I want to live

Because we care

Position Description

Key responsibilities

Major Functional Responsibilities

- Complete delegated allied health interventions that focus on restoring, improving or maintaining client's independent functioning and wellbeing, and supporting them to remain living in the community
- Complete administrative activities to support the effective functioning of the Allied Health team
- Provide a timely and responsive service in accordance with pre-determined key performance indicators
- Deliver care in accordance with the objectives of the Commonwealth Home Support Program (CHSP) and the Home Care Package Program (HCP)

Exceptional Client Service

Deliver exceptional service to BaptistCare clients by:

- Interacting respectfully and building genuine, caring relationships.
- Communicating with clarity and compassion.
- Delivering care that is responsive to a client's identity, culture and background, and in accordance with their preferences.
- Delivering a timely, professional response to client feedback and complaints and actively assisting with addressing and resolving these matters

Reporting and Compliance

Provide high quality services, in accordance with organisational and legislative requirements by:

- Understanding and embedding the principles of the Aged Care Quality standards into daily practice and service delivery
- Contributing to continuous improvement through systematic service evaluation
- Maintaining timely and accurate client and organisational records
- Fulfilling monthly reporting requirements
- Complying with BaptistCare policy and procedures

Leadership/Individual & Team Objectives

Meet individual and team objectives by:

- Contributing to team workplace innovation, change and quality improvement activities
- Effectively liaising with team members to support achievement of quality client outcomes
- Participating in the orientation, training and development of home services staff, when requested
- Meets individual or team objectives as determined by Divisional business plan for each financial year
- Attending all meetings as required, and actively participating in discussions when relevant

Professional Network and Knowledge

Meets individual and organisational objectives by:

- Maintaining currency of knowledge through independent study and engagement in professional development activities
- Participating in performance and development planning

Because we care

Position Description

Work Health & Safety (WHS)

Take care of your own and others health and safety by:

- Working safely to minimise risks to self and others
- Complying with Work Health and Safety (WHS) policy and procedures
- Reporting any hazards, near misses or incidents through the appropriate channel
- In the event of a workplace injury, participate, contribute and engage in Return to Work plan

Key requirements

Essential qualifications and experience:

- Certificate IV in Allied Health Assistance or equivalent
- Current First Aid Certificate

Essential competencies:

- Demonstrate an understanding and appreciation of BaptistCare's Christian identity and promote the organisation's values through interactions at work.
- Demonstrated experience working with older people in a community setting.
- Demonstrated ability to prioritise workload, meet deadlines and complete activities (including ability to work within scope of practice and seek assistance when required) as delegated by supervising Allied Health Professional.
- Demonstrated ability to work in a multi-disciplinary team, and independently
- Excellent written and verbal communication skills
- Demonstrated computer literacy and willingness to utilise required software

Desirable qualifications, competencies and experiences:

- Knowledge of wellness, re-ablement approaches and restorative approaches in a community setting
- Knowledge of the objectives of the Commonwealth Funded Aged Care programs including the Commonwealth Home Support Program and the Home Care Package program

Other Pre-requisites

- Registered vehicle with minimum of Third-Party Property Damage Insurance
- Current unrestricted drivers licence

Position Description

Other important information

Here are some other important items to take note of:

- The role is paid under the BaptistCare NSW and ACT Aged Care Enterprise Agreement which along with this position description and your letter of offer, outlines the terms and conditions of your employment
 - Rostered shifts may include days, nights and weekend work
 - You are required to work in accordance with the Aged Care Quality Standards
 - You will successfully complete all prescribed mandatory training and participate in an annual plan and appraisal development process
 - It is a requirement of the role that you undergo a Police Background Check
 - This is not a complete list of what is expected in your role. You are required to complete additional tasks that may be asked of you having regard for your skills, training and experience
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