



## ROLE DESCRIPTION

<b>Role Title:</b>	Level 2 Physiotherapy Assistant		
<b>Classification Code:</b>	AHA2	Position Number	M42510 P10538 M40763
<b>LHN/ HN/ SAAS/ DHW:</b>	Central Adelaide Local Health Network (CALHN)		
<b>Hospital/ Service/ Cluster</b>	RAH / QEHL / HRC / RHP		
<b>Division:</b>	Allied Health		
<b>Department:</b>	Physiotherapy		
<b>Role reports to:</b>	Senior Manager Physiotherapy CALHN via relevant Principal Physiotherapist		
<b>Role Reviewed Date:</b>	May 2020		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

## ROLE CONTEXT

### Primary objective(s) of role

The Level 2 Physiotherapy Assistant assists with the provision of physiotherapy services that include clinical service delivery to patients of the Royal Adelaide Hospital (RAH), the Queen Elizabeth Hospital (QEHL), Repat Health Precinct (RHP) and Hampstead Rehabilitation Centre (HRC). He/she also contributes to the safe, efficient and professional operation of the Service. These result in improved patient outcomes and more efficient service delivery.

### Direct reports

Nil.

### Key relationships / interactions

#### Internal

- > Assigned to work in one or more of the clinical teams and is therefore supervised on a day to day basis by that team's Principal Physiotherapist.
- > Works closely with all the Physiotherapy staff in his/her respective clinical team and also with other Physiotherapy Assistant and support staff.
- > Liaises with other CALHN staff to facilitate patient care or the provision of specific services and equipment.

#### External

- > Liaises with possible providers to source relevant equipment information.

**Challenges associated with the role**

Major challenges currently associated with the role include:

- > Broad spectrum of clinical conditions and patient/carer behaviours encountered
- > Multi-disciplinary teamwork
- > Managing a busy workload and competing demands
- > Maintaining appropriate boundaries with staff, patients and carers

**Delegations**

Nil.

**Special conditions**

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Required to work in any of the Discipline's clinical rosters across CALHN sites.
- > Out-of-hours weekend work is required according to the roster.
- > Pre-employment physical capacity assessment may be required.
- > Participation in aquatic physiotherapy is required in some clinical areas.

**General requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health*

Care Act) Human Resources Manual.

- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

#### Performance development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

#### Handling of official information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

#### White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

#### Cultural commitment

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

#### Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<p>Contribute to the provision of high quality patient centred clinical care by:</p>	<ul style="list-style-type: none"> <li>&gt; assisting and working with patients on an individual or group basis, as directed by physiotherapists, to undertake:                             <ul style="list-style-type: none"> <li>&gt; strengthening, range of movement and passive stretching exercises</li> <li>&gt; positioning</li> <li>&gt; training in transfers, balance and mobilisation</li> <li>&gt; aquatic physiotherapy programs</li> </ul> </li> <li>&gt; monitoring patient response to therapy and modifying, to a limited extent, therapy interventions to meet individual patients' level of function</li> <li>&gt; supporting patients' therapy goals at all times</li> <li>&gt; liaising with physiotherapists, physiotherapy students and other clinical staff regarding the progress of patients and their response to specific interventions</li> <li>&gt; assisting physiotherapists with the provision of training and advice in the safe manual handling of patients and other therapy techniques to new physiotherapy staff and students, other clinical staff, families and carers of patients</li> <li>&gt; assisting with the application of patient outcome measures</li> <li>&gt; preparing patients for therapy, including transferring patients</li> <li>&gt; preparing and maintaining facilities and equipment for individual or group therapy sessions</li> <li>&gt; in consultation with the physiotherapist, preparing, providing and adjusting equipment and therapy aids, including assisting with the fabrication of orthoses</li> <li>&gt; attending to patients' personal care needs when undergoing physiotherapy in a manner that respects their comfort, dignity and independence</li> <li>&gt; escorting and/or organising transport for patients to/from therapy areas.</li> </ul>
<p>Contribute to the safe, efficient and professional operation of the physiotherapy service by:</p>	<ul style="list-style-type: none"> <li>&gt; maintaining adequate levels of consumables, and the cleanliness and safety of facilities/equipment</li> <li>&gt; generally monitoring activity within the clinical environment and, as required, directly intervening to avert an unsafe activity or alerting the delegating physiotherapist to warn of the potential for such</li> <li>&gt; maintaining effective communication, personal organisation and teamwork</li> <li>&gt; performing departmental administrative duties</li> <li>&gt; recording accurate and timely workload data</li> <li>&gt; adhering to organisational policies and procedures</li> <li>&gt; maintaining the standards of the Discipline in appearance, punctuality, conduct and confidentiality</li> <li>&gt; identifying areas for possible improvement and collaborating with physiotherapy staff on suggestions to improve practice</li> <li>&gt; participating in the Discipline's continuing education and performance development programs</li> <li>&gt; assisting Principal Physiotherapists with the orientation/on-the-job training of new staff.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Hold or be willing to undertake a Certificate III in Allied Health Assistance or equivalent.

#### **Personal Abilities/Aptitudes/Skills**

- > Physical strength, flexibility and endurance sufficient for manual handling of patients and equipment.
- > Ability to apply acquired rehabilitation/therapeutic skills in working with people who have disabilities or are in an acute stage of illness or injury with direction provided.
- > Ability to observe/respond to the general needs of patients and physiotherapists in the clinical setting.
- > Ability to recognise improving patient performance/condition and suggest appropriate actions for physiotherapist approval.
- > Ability to recognise and act appropriately in situations of deteriorating patient performance/condition.
- > Ability to recognise own limitations and facilitate additional input from a physiotherapist or other discipline.
- > Advanced ability to manage own workload, including prioritising tasks, meeting deadlines and managing own time effectively.
- > Ability to work effectively with physiotherapists, teams or independently with general supervision.
- > Initiative to carry out routine tasks without direction and to report issues requiring attention.
- > Ability to communicate courteously and effectively.
- > Ability to clearly, accurately and succinctly document patient care.
- > Ability to maintain confidentiality.
- > Ability to interact with others in a tactful, sensitive and ethical manner.
- > Reliability.
- > Ability to use a personal computer for word processing, email and data entry functions.
- > Willingness and ability to acquire further skills and knowledge and apply these in the workplace
- > Commitment to participate in in-service training.
- > Ability to perform basic life support.

#### **Experience**

- > Experience working with people in a care giving or therapeutic role including giving manual handling assistance to people with physical disabilities.
- > Experience in working in areas where confidentiality must be applied and maintained.

#### **Knowledge**

- > Working knowledge of a variety of medical and trauma conditions requiring rehabilitation, including their presentation, common therapy approaches and related issues.
- > Knowledge of signs that may indicate deterioration in a patient's physical performance.
- > Understanding of safe manual handling principles in patient care.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Other relevant vocational qualification, eg Certificate IV in AHA or pre-registration physiotherapy studies.

#### **Personal Abilities/Aptitudes/Skills**

- > Ability to use a personal computer to search for and store information in a logical manner.

#### **Experience**

- > For pre-registration physiotherapy students, successful completion of at least Acute Care and Adult Rehabilitation placements (UniSA) or CP2 to 4 (FUSA).
- > Experience in using Sunrise for clinical documentation.

#### **Knowledge**

- > Knowledge of infection control principles and procedures.
- > Understanding of medical terminology, including physiotherapy terminology.

## Organisational Context

### Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Central Adelaide Local Health Network

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- Repat Health Precinct (RHP)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

### Allied Health Directorate

The Allied Health Directorate provides management and governance for allied health services across Central Adelaide LHN. Allied health professionals are a key part of the clinical team delivering a range of clinical, diagnostic and support services in hospital, ambulatory and community health settings. Allied health is a collective term for a number of professional groups each with distinct identities, educational pathways, professional registration or membership requirements.

The Allied Health Directorate consists of discipline based departments operating across Central Adelaide campuses, the Reform and Quality Unit as well as hosting a number of specialist functions such as the Aboriginal and Torres Strait Islander Liaison Unit, The Wellness Centre and Healthcare Chaplains.

The Allied Health Directorate also provides professional support for allied health staff and services governed by other parts of Central Adelaide and work closely with the Clinical Directorates across Central Adelaide.

The Allied Health Directorate administers approximately \$30M and employs around 600 staff.

### **Physiotherapy**

Physiotherapy covers the spectrum of CALHN services across the acute, sub-acute and ambulatory continuum to the local community, admitted country patients and via specific State-wide services (Spinal Cord Injury, Brain Injury, Burns, Adult Cystic Fibrosis, Lung Transplant, Adult Haemophilia and metropolitan SA Prison Health). CALHN Physiotherapists and Physiotherapy Assistants provide campus-based and off-site services in patients' homes and community hydrotherapy facilities. Clinical services include assessment of patients' cardiorespiratory, musculoskeletal and neurological status and their functional performance; and therapy programs addressing physical impairments, pain and cognitive/behavioural issues affecting function. Several advanced practice roles exist within the service in the musculoskeletal area. The service is committed to quality improvement, evidence based practice, the ongoing development of staff, clinical research and the teaching and training of physiotherapy and related students.

## Values

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** Briana Bates

**Role Title:** A/Director, EP & Physiotherapy

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

**Name:**

**Signature:**

**Date:**



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