

Position	Allied Health Assistant
Classification	AHA2
Division	Rehabilitation, Aged Care and Palliative Care (DivRAP)
Department / Section / Unit / Ward	Rehabilitation, Aged Care and Palliative Care (DivRAP)
Role reports to	Operationally: > Allied Health Manager Professionally: > Allied Health Manager
CHRIS 21 Position Number TBA	Role Created: SALHN2023/24-XXXX
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check (NPC)	Immunisation Risk Category Category A (direct contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

The Allied Health Assistant is accountable to the AHPs within DivRAP AH services for provision of assistance with patient care as directed in order to improve independence and occupational outcomes. The AHA also ensures cleanliness and proper functioning of clinical areas and equipment and undertaking administrative support as required.

The incumbent will provide service/peer leadership in line with the Division RAP purpose and impact; promoting the values within the Divisional Way for every patient, family and colleague encounter:

- > **Our Impact** - 'We deliver a reliable health system. Patients and families are better prepared to live their lives.'
- > **Our Divisional Way** - Respectful, Communicative, Supportive, Compassionate.
- > **Our Purpose** - 'Optimising quality of life in Rehabilitation, Aged Care and Palliative Care Service.'

Direct Reports: (List positions reporting directly to this position)

> Nil

Key Relationships / Interactions:

Internal:

- > Interact with the Allied Health Team in the course of performing the duties of the AHA role
- > Designated AHP within service for clinical direction

External:

- > Work with patients/carers/families as may be required by the role under the direction of the supervising AHP

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time
- > Ability to assist with diverse activities and key accountabilities requiring the ability to work as a member of a team across a number of allied health professions
- > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour
- > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

General Requirements

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

- > National Safety and Quality Health Care Service Standards.
- > *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety Act) 2017 (SA)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.

- > *Mental Health Act 2009 (SA)* and Regulations.

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.

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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and *Child Safety (Prohibited Persons) Regulations 2019* must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007 (Cth)* must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.
- > May be required to work within other locations of the Southern Adelaide LHN.
- > Must have current South Australian driver's licence and willingness to drive a government plated vehicle when travelling for work to various settings (hospital, residential care and community).
- > Will be required to work off site, travel between locations and work within the client's own environment within the metropolitan region.
- > May be required to work on weekends and/or as part of a 7-day roster and extended hours. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.
Assistance with patient care activities under direct supervision of AHP staff	<p>Duties pertaining to an AHA2 are required to be clearly and specifically directed by the supervising AHP, and operation against clearly demarcated work instructions is required.</p> <p>Duties may include, but not necessarily be limited to (depending on service requirements and or AHP supervision format):</p> <ul style="list-style-type: none"> > Provide specific therapeutic interventions under direction of AHP staff > Assisting patients and carers to use telehealth equipment > Monitoring patient response to therapies and reporting to the supervising AHP > Assisting patient transport to/from AHP therapy/intervention > Assisting patient preparation for therapy and at the conclusion of therapy > Assisting patient in personal care needs to maintain privacy, cleanliness and dignity before, during and after therapy interventions > Supervise or assist in therapy and exercise programs, as directed and after demonstration by the AHP > Providing chaperone for therapy interventions where a patient requests stand-by chaperone and is agreeable to the AHA acting in that role. > Apply screening assessments, treatments and use standardised assessment tools to initiate changes to treatments under the direction of AHP staff > Provide basic education to patients/groups of patients as directed by AHP staff on discreet topics > Assist in achieving the hospital's goals of providing quality services through professional accountability for standards of work and clinical care.
Administrative tasks associated with AHP clinical work	<ul style="list-style-type: none"> > Accurately maintain documentation under the explicit direction of the supervising AHP. > Accurately maintain therapy related databases > Administrative tasks directly related to a patient intervention or episode of care (as distinct from administration specific roles)
Compliance with workplace Health and Safety requirements	<ul style="list-style-type: none"> > Participating and engaging in workplace health and safety procedures > Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling, and maintenance of patient/client confidentiality > Assist in the maintenance of stock and ordering of supplies and equipment > Assist in manufacturing, repairing and maintaining clinical and patient equipment and associated records > Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including WHS requirements. > Commitment to achieving and complying with National Safety & Quality Health Service Standards.
Lead group interventions	<ul style="list-style-type: none"> > Under instruction from AHP therapist, lead group based therapy for relevant patients

Contribution to effective operation of unit	<ul style="list-style-type: none">> Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.> Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).> Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.> Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.> Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.
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1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Must be eligible for or be willing to undertake a Certificate 3 in Allied Health Assistance or equivalent

Personal Abilities/Aptitudes/Skills

- > Demonstrated aptitude for work in a healthcare environment
- > Ability to work under close supervision and direction from Allied Health Professionals
- > Ability to attend to routine work on a daily basis
- > Ability to use documented resources such as policies and procedures and work instructions to enable safe work practices
- > Sound communication and interpersonal skills – able to demonstrate the ability to work with people from a variety of cultural and linguistically diverse backgrounds, and to empathise with and motivate people
- > Ability to work in a physically demanding environment to assist patient therapy and / or handling of patient related equipment and devices
- > Ability to act responsibly in an emergency situation, with an ability to competently undertake pool rescue protocol per the divisions procedures
- > Ability to work as a member of a team
- > Ability to organise time to complete daily tasks, and work within their limits and to recognise when situations are unsafe for patients
- > Capacity to work flexibly across a range of therapeutic and program related activities
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)
- > Previous relevant experience with patient care or experience working with people of varying degrees of disability and/or backgrounds

Knowledge

- > Knowledge of the role of Allied Health Assistants in the SALHN workplace
- > Knowledge of working within boundaries of patient confidentiality and ethical practice
- > Understanding of Work Health Safety principles and procedures, including manual handling.
- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- > Willingness to learn new skills and develop areas of practice under the guidance of supervising AHP and staff

Experience

- > Experience in an Allied Health Assistant role
- > Experience working in a health-care setting
- > Experience in manual handling for patients and/or patient related equipment and devices
- > Experience in basic computing skills, including email and word processing

Knowledge

- > Working knowledge of Work health and Safety practices
- > Knowledge of sound manual handling principles and techniques
- > Knowledge of working within boundaries of patient confidentiality and ethical practice

Educational/Vocational Qualifications

- > Other relevant community, lifestyle, health certificate level training

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.

SA Health Challenges

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

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.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

OFFICIAL



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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

OFFICIAL

Role Acceptance

I have read and understand the responsibilities associated with the **Allied Health Assistant (AHA2)** in the **Division of Rehabilitation, Aged Care, and Palliative Care** and organisational context and the values of SA Health as described within this document.

Name

Signature

Date