



POSITION DESCRIPTION

Position Title:	Allied Health Assistant
Department:	Physiotherapy
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice
Uniting Values:	Imaginative, respectful, compassionate, bold

Classification:	Allied Health Assistant Level 2/3
Vaccination risk category:	A
Award:	Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
Employment status:	Permanent Part Time
Hours:	25 HPW

Position reports to:	Physiotherapy Head of Department
Position Supervises:	Nil
Key relationships:	Executive Team, AHA and Administration Staff, Multi-disciplinary teams, clients and visitors

POSITION PURPOSE

The War Memorial Hospital is an aged care assessment rehabilitation hospital situated in the Eastern Suburbs of Sydney. The primary purpose of this position is to provide support to the Physiotherapy team in the delivery of health care services to patients of the War Memorial Hospital under the supervision of a Physiotherapist and consistent with WMH, SESLHD and Uniting policies, procedures and standards. This role is a primarily a clinical position and you will be required to assist physiotherapists with patients across multiple settings including inpatients, outpatients, the integrated rehabilitation and enablement program and aquatic physiotherapy, as well as assisting other Allied Health teams, such as speech pathology. You will also be required to assist with other tasks such as administrative tasks.

War Memorial Hospital
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125 Birrell Street
Waverley NSW 2024
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POSITION OBJECTIVES

- To provide assistance and support to the Physiotherapy team and other allied health professionals in the delivery of Physiotherapy and Allied Health services to patients/clients of War Memorial Hospital, under the supervision of an allied health professional
 - Demonstrate flexibility and the ability to work effectively within a changing healthcare environment
 - Work safely and in accordance with Uniting's WHS policies and procedures
 - Participate and comply with all quality management systems and processes
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KEY RESPONSIBILITIES

Financial management & awareness:

- To co-ordinate charges and receipts for equipment purchases and aquatic physiotherapy sessions to clients and their carers including cash handling and billing
- Demonstrates awareness of parameters of working within a budget and working within agreed resources

Operational processes:

- Assist in the delivery of direct patient related activities under the supervision of an Allied Health Professional and in accordance with NSW Ministry of Health, Uniting and SESLHD policies and procedures, to achieve patient health outcomes
- Document all aspects of client care, including education, progress notes and referrals in compliance with Uniting and SESLHD documentation standards and procedures to ensure continuity of safe and effective patient care
- Managing time effectively and liaising with your supervisor and other healthcare team members to prioritise workload given the diverse range of work demands flowing from a number of sources
- The Allied Health Assistant does not make clinical assessment or clinical judgement in this role. The Allied Health Assistant works under the supervision and direction of a clinician and undertakes only those tasks directly allocated and only those tasks the Allied Health Professional determines they are competent to perform. Practice is in accordance with the position description, scope of practice and supervisory contract.

Direct patient related activities include (but are not limited to):

- Delivering care to clients as directed by the treating Physiotherapist (PT) and other health clinicians as required.
- Assisting and facilitating individual or group intervention programs to clients as directed by PT and other health clinicians as required.
- Providing education to individuals and group participants as directed by PT and other health clinicians as required
- Assisting and participating in preparation of treatment area for individual or group interventions.
- Escorting patients to and from treatment areas.
- Ensuring client privacy and integrity are respected
- Ensuring patient safety and comfort when undergoing treatment.
- Assisting clients with personal care as appropriate and required.
- Participating in clinical care meetings as required
- Delivering services and managing resources with respect to staff and patient safety; cost and environmental considerations consistent with guidelines and best practice.

Indirect patient related activities include (but are not limited to):

- Maintaining patient referrals, appointments, and attendance lists.

- Assist in formulation/compilation of resources and/or therapy activities
- Supporting physiotherapy and allied health departments as required with clerical and administrative duties.
- Maintaining and monitoring clinical and administrative stock as well as clinical equipment under supervision and guidance.
- Assist with cleaning of therapy aids and equipment; ensure all equipment is safe and functional.
- Undertaking statistical and record keeping and other data collection and data entry required of this role, including the use of EMR, IIMS, observational and feedback data and other relevant programs.
- Assist with quality processes such as documentation audits and quality improvement activities as required
- Keeping accurate records of client contact in accordance with legal and organisational requirements

Client management & engagement (internal & external stakeholders):

- Communicate effectively, with cultural sensitivity and confidentiality with patients to ensure patient needs and requirements are identified, communicated and met
- Effective reporting of patient related communication to the supervisor and other health care team members, e.g. patient status, session performance, progress and handover
- Consult and liaise with health care professionals within the multi-disciplinary team to establish co-ordinated and continuity of care to patients/clients
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

People management & teamwork:

- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
- Demonstrates self-awareness of own strengths and areas for development
- Maintain responsibility for personal and professional development by participating in evidence based practice activities, training/education and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients
- Actively engage and participate in the company's performance management framework and review processes
- Participate in clinical supervision as per the SESLHD Clinical Supervision Guidelines

KEY PERFORMANCE INDICATORS

Financial management & awareness:

- To ensure a receipt is provided to the client or carer for all monies received
- To ensure security of all monies received and secured appropriately in a timely manner
- Evidence of awareness of parameters of working within a budget and working within agreed resources

Operational processes:

- Ensure activity programs are implemented and conducted to facilitate patient participation
- Ensure consultation with clients to enable provision of a variety of activities and programs suited to individual and group needs
- Prepare and maintain therapy environment ensuring optimum physical conditions prevail and equipment to be maintained and kept in good order

- Participation in clinical care meetings, case conference and multidisciplinary meetings as required
- All clinical events are documented in accordance with SESLHD, WMH & Uniting documentation standards

Client management & engagement (internal & external stakeholders):

- Evidence of advocacy for clients and carers with other service providers
- Contribute to effective team dynamics and client and stakeholder relationships
- Facilitate delivery of an effective, flexible, innovative and integrated diversional therapy service
- Liaise with patients and their families, other health professionals, supervisors as required

People management & teamwork:

- Evidence that positive outcomes are shared and celebrated
- Evidence of engagement with therapy staff
- Evidence of regular communication with staff
- 100% with up to date professional development plans and performance reviews
- Formally identified clinical supervisor for professional development and 100% compliant with this process

Work Health Safety and Welfare Requirements:

All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner taking all reasonable care for self and others, adhering to instructions, policies, procedures and training relating to work health, safety and wellbeing and using the equipment provided in accordance with safe operating procedures.

Where appropriate, staff will initiate and participate in worksite inspections, identify safety hazards, risks, concerns or incidents through accident reporting and investigations within required timeframes, develop safe work procedures and provide appropriate information, instruction, training and supervision.

- Incident rates monitored related to policy and procedure requirements or breaches
- Evidence of training in relation to clinical service provision and policies and procedures
- 100% compliance with mandatory training requirements
- Incident and complaint response and turnaround times are within requirements
- Escalation of issues identified in relation to resources and unit performance
- Evidence that complaint causes are used to remodel service delivery
- Evidence of Quality Improvement outcomes
- Risk assessments are undertaken and documented
- Reporting of incidents related to WHS, infection control and sterilisation issues
- Monitoring of locally agreed Key Performance indicators

PROFESSIONAL SKILLS AND KNOWLEDGE

Skills & Experience:

- Experience working within an aged care setting with demonstrated understanding of the roles of Allied Health clinicians
- Proven interpersonal, written and verbal communication skills with the ability to communicate across all levels with internal and external stakeholders
- Demonstrated computer literacy including ability to use the MS Office suite of programs

- Demonstrated ability to be self-directed and work with minimum supervision, to organise work priorities and manage time effectively
- Demonstrated ability to work effectively within a team environment
- Knowledge and understanding of Work Health Safety Act & Regulations 2011 and principles

Qualifications:

- Certificate III or IV in Allied Health Assistance or Equivalent; or willingness to work towards same

Employee		Managers Name:	
Name:		Title	
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Allied Health Assistant Service/Unit: War Memorial Hospital
 Department: Physiotherapy Manager / Supervisor: Physiotherapy Manager
 Assessor: Jill Hall Date of Assessment: 6/4/2022
 Date of Assessment review: April 2023

Definitions:

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks		X				
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes		X				
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes	X					
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks	X					
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks	X					
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Crawling Moving by crawling on knees & hands to perform tasks	X					
	Leg/ Foot Movement Use of leg and or foot to operate machinery	X					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding	X					
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg	X				
		Moderate lifting & carrying – 10 – 15kg	X				
		Heavy lifting & carrying – 16kg and above					X
	Reaching Arms fully extended forward or raised above shoulder	X					
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)	X					
	Hand & Arm Movements Repetitive movements of hands & arms	X					
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands	X					
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor powered vehicle	X					
CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen		X				
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries		X				
	Smell Use of smell is an integral part of work performance e.g. working with chemicals						X
	Taste Use of taste is an integral part of work performance e.g. food preparation						X
	Touch Use of touch is an integral part of work performance	X					

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations	X					
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness	X					
	Unpredictable people e.g. dementia, mental illness and head injuries	X					
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies	X					
CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						X
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances e.g. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard	X					
	Inadequate lighting Risk of trips, falls or eyestrain	X					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight	X					
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	X					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	X					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases	X					

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: **Date:**/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: **Date:**/...../20.....