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|---|---|
| <b>Position</b>   | Allied Health Assistant   |
| <b>Classification</b>   | AHA-1   |
| <b>Division</b>   | RAP   |
| <b>Department / Section / Unit / Ward</b>   | Physiotherapy   |
| <b>Role reports to</b>  | Operationally:<br>> Director Physiotherapy RAP<br>Professionally:<br>> Director Physiotherapy RAP |
| <b>CHRIS 21 Position Number</b><br>M62578   | <b>Role Created / Review Date</b><br>07/11/2019   |
| <b>Criminal History Clearance Requirements</b><br><input type="checkbox"/> Aged (NPC)<br><input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check)<br><input checked="" type="checkbox"/> Vulnerable (NPC)<br><input type="checkbox"/> General Probity (NPC) | <b>Immunisation Risk Category</b><br>Category B (indirect contact with blood or body substances)  |

## JOB SPECIFICATION

### Primary Objective(s) of role:

- > The AHA is accountable to the AHPs within RAP AH services for provision of assistance with patient care as directed whilst undertaking duties to ensure cleanliness and proper functioning of clinical areas and equipment, and undertaking administrative support as required.
- > The Allied Health Assistant (AHA) level 1 role is primarily a role defined to enable training in the AHA work with the view of progression to AHA level 2 upon successful completion of either Certificate 3 in Allied Health Assistance, or at the end of 6 months continuous employment, whichever is sooner and on the understanding that the incumbent is not subject to any performance management processes at that time

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

- > Nil

### Key Relationships / Interactions:

#### Internal:

- > Designated AHP within service for clinical direction
- > Work closely with other AHA's in clinical environment, with peer support from AHA2's

### Challenges associated with Role:

#### Major challenges currently associated with the role include:

- > Busy workload within different health care environments
- > Requirement to undertake specific training relevant to the role and achieve competencies to enable progression to AHA-2 classification
- > 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's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *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.

### 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.

| Key Result Areas  | Major Responsibilities   |
|---|--|
| Direct/indirect patient/client care   | <ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>   |
| Assistance with patient care activities under direct supervision of AHP staff | <ul style="list-style-type: none"> <li>&gt; Duties pertaining to an AHA-1 are required to be clearly and specifically directed by the supervising AHP, and operation against clearly demarcated work instructions is required</li> <li>&gt; Duties may include, but not necessarily be limited to (depending on service requirements and or AHP supervision format):</li> <li>&gt; Assisting specific components of the AHP's work that can be determined safe and effective for the AHA-1 to complete/participate in where that work is clearly directed and according to specific instructions and without need for adaptation or change to a clinical presentation</li> <li>&gt; Provide specific therapeutic interventions under direction of AHP staff</li> <li>&gt; Monitoring patient response to therapies and reporting to the supervising AHP</li> <li>&gt; Apply screening assessments, treatments and use standardised assessment tools under the direction of AHP staff</li> <li>&gt; Assisting patient transport to/from AHP therapy/intervention</li> <li>&gt; Assisting patient preparation for therapy and at the conclusion of therapy</li> <li>&gt; Assisting patient in personal care needs to maintain privacy, cleanliness and dignity before, during and after therapy interventions</li> <li>&gt; Assisting with patient movement and/or physical tasks as part of a directed therapy intervention</li> <li>&gt; Providing chaperone for therapy interventions where a patient requests stand-by chaperone and is agreeable to the AHA acting in that role</li> <li>&gt; Under instruction from AHP therapist, lead group based therapy for relevant patients</li> </ul> |
| Administrative tasks associated with AHP clinical work                        | <ul style="list-style-type: none"> <li>&gt; Accurately maintain patient documentation under the explicit direction of the supervising AHP.</li> <li>&gt; Maintaining therapy related databases the explicit direction of the supervising AHP</li> <li>&gt; Administrative tasks directly related to a patient intervention or episode of care (as distinct from administration specific roles)</li> </ul>  |
| Compliance with workplace Health and Safety requirements                      | <ul style="list-style-type: none"> <li>&gt; Participating and engaging in workplace health and safety procedures</li> <li>&gt; 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</li> <li>&gt; Assist in manufacturing, repairing and maintaining clinical and patient equipment and associated records</li> <li>&gt; 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.</li> <li>&gt; Commitment to achieving and complying with National Safety &amp; Quality Health Service Standards."</li> </ul>   |

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| <p>Actively work towards progression to AHP-2 classification</p> | <ul style="list-style-type: none"> <li>&gt; Achieve satisfactory performance of all AHA-1 tasks and under direct AHP supervision, and work towards competency in all tasks as required by the workplace AHA-2 role description, and/or complete Allied Health Assistant Certificate level 3 to enable progression to AHA-2 classification</li> </ul> <p>Hiring manager will provide AHA-2 role description in conjunction with the AHA-1 role description as a guide for tasks required at the AHA-2 level upon successful AHA-1 reclassification at 6 months after commencement in the AHA-1 role, or sooner upon completion of AHA certificate 3</p>   |
| <p>Contribution to effective operation of unit</p>               | <ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; 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).</li> <li>&gt; 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.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul> |

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > Eligible and willing to complete Certificate 3 in Allied Health Assistance or equivalent

### Personal Abilities/Aptitudes/Skills

- > Aptitude for work in a healthcare environment
- > Ability to work under close supervision and direction from Allied Health Professionals with 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 with sound written communication skills
- > 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
- > 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.)

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > 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
- > Ability to work under direction and close supervision
- > Eligible and willing to complete Certificate 3 in Allied Health Assistance

### Experience

- > Proven experience in basic computing skills, including email and word processing.
- > 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

### Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Working knowledge of Work health and Safety practices
- > Knowledge of sound manual handling principles and techniques
- > Knowledge of the role of Allied Health Assistants within SALHN Rehabilitation, Aged and Palliative division

### Educational/Vocational Qualifications

- > Certificate 1 or Certificate 2 in Allied Health Assistance
- > 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.

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|--------------|--|
| Statewide    | > Women's and Children's Health Network  |
| Metropolitan | > Central Adelaide Local Health Network<br>> Southern Adelaide Local Health Network<br>> Northern Adelaide Local Health Network  |
| Regional     | > Barossa Hills Fleurieu Local Health Network<br>> Yorke and Northern Local Health Network<br>> Flinders and Upper North Local Health Network<br>> Riverland Mallee Coorong Local Health Network<br>> Eyre and Far North Local Health Network<br>> 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](#)





**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.

**Role Acceptance**

I have read and understand the responsibilities associated with the Allied Health Assistant – AHA1 in the Rehabilitation, Aged, and Palliative Care and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

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Date