



ROLE DESCRIPTION

Role Title:	Allied Health Assistant		
Classification Code:	AHA2	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (CALHN)		
Hospital/ Service/ Cluster	Allied Health Directorate		
Division:	CALHN Occupational Therapy		
Department/Section / Unit/ Ward:	Various		
Role reports to:	Senior Allied Health Professional		
Role Created/ Reviewed Date:	November 2022		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children Check (WWCC) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<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 Allied Health Assistant (AHA) works under the direction of allied health professional staff (AHP), assisting with the provision of allied health services, including clinical service delivery to CALHN patients, and contributing to the safe, efficient, and professional operation of allied health services. These lead to improved clinical outcomes for the patients of the Central Adelaide Local Health Network (CALHN), including the Royal Adelaide Hospital (RAH), the Queen Elizabeth Hospital (TQEH), Hampstead Rehabilitation Centre (HRC), Repatriation Health Precinct (RHP), Glenside Health Services, and community and ambulatory services or programs.

Key Relationships/ Interactions:

Internal

- Reports to the nominated Senior Allied Health Professional
- Assigned to work in one or more clinical teams/disciplines and is therefore supervised on a day-to-day basis by that team/discipline's primary AHP.
- Works collaboratively with AHPs, other AHAs and other members of the multidisciplinary team to facilitate patient care or the provision of specific services and equipment.
- Participates in meetings and committees/sub committees as required.

External

- Liaises with providers to source relevant services or equipment information.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Broad spectrum of clinical conditions in caseload
- Working in a multi-disciplinary or inter-disciplinary team
- Required to work across multiple sites, services, or programs.
- May be required to work a 5, 6 or 7 day roster depending on unit/service/site allocation.

Delegations:

Delegated Level: N/A

Staff supervised: Direct TBC Indirect TBC

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 *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.
- > Hours of duty will be in accordance with provisions of the SA Public Sector Wages Parity Enterprise Agreement 2021.
- > May be required to work within other locations of the Central Adelaide Local Health Network.
- > Must have a current, valid, and unencumbered South Australian driver's license and willingness to drive a government plated car.
- > May be required to travel between locations and work within community settings and within the consumer's own environment within the metropolitan region.
- > May be required to undertake a health assessment prior to commencement.
- > Will be required to be rostered and to work ordinary hours over five, six, or seven days of the week and/or work reasonable overtime, including out of hours/weekend work. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.

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 Guidelines 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.*
- > *Code of Fair Information Practice.*
- > *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.

Integrity Statement:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities	Specific or Local Requirements
Technical Skills & Application	<ul style="list-style-type: none"> > Undertakes a range of functions requiring the practical application of acquired skills and knowledge. > Depending on role has scope for interpretation of established work routines, methods & procedures. > Work may include the coordination, oversight and control of resources, field work, assets etc. > Subject to general direction. 	<ul style="list-style-type: none"> > Assist and work with patients on an individual or group basis to deliver therapy programs maximising patient functional outcomes > Assist and deliver screening assessment to facilitate early intervention > Monitor patient response to therapy and modify, to a limited extent, therapy interventions to meet individual patients' level of function > Support patients' therapy goals at all times > Liaise with OT's, OT students and other clinical staff regarding the progress of patients and their response to specific interventions. > Assist OT's with the provision of training and advice in the safe manual handling of patients and other therapy techniques to new OT staff and students, other clinical staff, families and carers of patients. > In consultation with the occupational therapist, prepare, provide, and adjust equipment and therapy aids, including assisting with splint fabrication. > Attend to patients' personal care needs when undergoing occupational therapy in a manner that respects their comfort, dignity, and independence > Prepare patients for therapy, including transferring patients > Escort /or organising transport for patients to/from functional or therapy areas. > Prepare and maintain facilities and equipment for individual or group therapy sessions > Maintain the clinical management of an allocated caseload.

		<ul style="list-style-type: none"> > Record timely information regarding interventions in patients' medical record and assist with the application of patient outcome measures > Liaise with other members of professional team and significant others in matters pertaining to individual patients, taking into account the patient's cultural background and beliefs.
Service Delivery	<ul style="list-style-type: none"> > Adopts an efficient and systematic approach to daily workload management, prioritises workload and works effectively within the structure of the workplace, in collaboration with AHP. > Adheres to the policies and procedures of the relevant Department within CALHN. > Treat all clients with respect and promotes cultural safety by valuing and promoting the cultural needs of local communities. > Contributes to service development by assisting to identify priorities & gaps using knowledge and context of local needs. > Maintaining CALHN standards of appearance, punctuality, conduct and confidentiality. 	<ul style="list-style-type: none"> > Performs all administrative duties, particularly the provision and recording of statistics, in an accurate and timely manner. > Escalates concerns and identify solutions regarding wellbeing/ workload pressures and low team morale to line manager. > Contributes at clinical and team meetings. > Maintains adequate levels of consumables, and the cleanliness and safety of facilities/equipment. > Performs departmental administrative duties. > Identifies areas for possible improvement and collaborating with staff on suggestions to improve practice.
Continuous Quality Improvement	<ul style="list-style-type: none"> > Participates in quality improvement and research activities as appropriate. > Engages & contributes to quality improvement. > Responsible for input & quality of own stats within designated timeframes, attending training. 	<ul style="list-style-type: none"> > Participates in working parties, committees, and other relevant meetings. > May participate in and support the development of relevant research activities. > Identifies areas for possible improvement and collaborating with staff on suggestions to improve practice. > Report all accidents, incidents and near misses > Comply with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others > Carry out responsibilities as detailed in work health, safety and injury management policies and procedures

		<ul style="list-style-type: none"> > Maintain knowledge of and adhering to the principles' standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.
Education and Training	<p>Displays a commitment to continuous personal and professional development:</p> <ul style="list-style-type: none"> > Maintains & enhance competence through lifelong learning and continuing professional development activities. > Undertakes clinical competencies as determined by the site/service/program / LHN. > Incorporates best available research evidence & professional reasoning into clinical practice. > Attends and completes all mandatory training. > Actively participates in Clinical Supervision as per the SA Health Allied Health Clinical Supervision framework 2014. > May contribute to education and professional practices of students. > Actively participates in the Professional Development and Review (PDR) process, including developing and pursuing a personal / professional development plan in consultation with line manager; and may facilitate the PDRP process for staff under their supervision. 	<ul style="list-style-type: none"> > Responsible for scheduling own support and provides feedback to OT to address things quickly, resolve without escalation and seek support and escalate as required. > Assists with the orientation/on-the-job training of new staff and may be required to provide clinical supervision to other AHAs.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Certificate 3 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 recognise improving patient performance/condition and suggest appropriate actions for AHP approval.
- > Ability to recognise and act appropriately in situations of deteriorating patient performance/condition.
- > Ability to recognise own limitations and facilitate additional input from AHP
- > Advanced ability to manage own workload, including prioritising tasks, meeting deadlines, and managing own time effectively.
- > Ability to work effectively with AHAs, 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 provide clear, accurate and succinct verbal or written clinical handover regarding patient care.
- > Ability to maintain confidentiality.
- > Ability to interact with others in a tactful, sensitive, and ethical manner.
- > Reliability and flexibility
- > Demonstrated 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.
- > Flexibility in adapting to change.

Experience:

- > Experience working with people in a care giving or therapeutic role
- > Experience working as part of a team
- > Experience in working in areas where confidentiality must be applied and maintained.
- > Experience with a range of computer programs e.g., for data basing

Knowledge:

- > Knowledge of signs that may indicate deterioration in a patient's performance.
- > Knowledge of and commitment to comply with:
 - OHSW and EEO legislation and their application in the workplace including safe manual handling and infection control principles and procedures in patient care.
 - FOI principles
 - Confidentiality Guidelines.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to work with culturally diverse populations
- > Ability to use a personal computer to search for and store information in a logical manner.
- > Ability to perform basic life support.

Experience

- > Experience working in Allied Health teams.
- > Experience in a health care environment or facility.
- > Experience providing manual handling assistance to people with physical disabilities
- > Experience communicating with people from diverse language backgrounds
- > Experience working with patients with communication and cognitive impairments

Knowledge

- > Understanding of medical terminology
- > Knowledge of a range of disabilities and aging processes, and the potential impact on activity limitation and participation restriction
- > Understanding of rehabilitation principles.

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)
- Repatriation Health Precinct (State-wide Clinical Rehabilitation Services)
- 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.

Occupational Therapy

Occupational Therapy covers the spectrum of CALHN services across the acute, sub-acute, mental health and ambulatory continuum to the local community, admitted country patients and via specific State-wide services (Spinal Cord Injury and Brain Injury).

CALHN occupational therapy is based on a Single Service, Multiple Site service model which is structured to best support the right patient being seen at the right time and in the right place by the right people.

The service is committed to quality improvement, evidence-based practice, the ongoing development of staff, clinical research and the teaching and training of occupational therapy 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.

Patient Centred:	Our patients are the reason we are here, and we will provide the best service to our patients and customers
Team-Work:	We value each other and work as a team to provide the best care for our patients
Respect:	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
Professionalism:	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.

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:

Role Title:

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: