



ROLE DESCRIPTION

Role Title:	Allied Health Assistant
Classification Code:	AHA2
LHN/ HN/ SAAS/ DHA:	SA Health - Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	NALHN including GP Plus Elizabeth and Modbury
Division:	Allied Health
Department/Section / Unit/ Ward:	Intermediate Care Services
Role reports to:	Senior Manager Intermediate Care Services
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working with Children Check (WWCC) <input checked="" type="checkbox"/> Vulnerable (NPC) <input 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:

Provide assistance and support to the Allied Health team in the delivery of allied health services to patients/clients of the NALHN under the supervision of an allied health professional.

May rotate though other clinical services within the service.

Key Relationships/ Interactions:

- > Accountable to the relevant Senior Manager Intermediate Care Service
- > Reports to the designated allied health clinical supervisor on a day to day basis.
- > Interact with the Allied Health Team in the course of performing the duties of the AHA role.
- > Work with patients/carers/families as may be required by the role under the direction of the supervising AHP.
- > May be required to assist AHA1's in their daily activities.

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 professionals.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Assistance with patient care activities under direct supervision of AHP staff:	<p>Duties pertaining to an AHA-2 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"> > 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. > Assisting with patient movement and/or physical tasks as part of a directed therapy intervention. > 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.
Administrative tasks associated with AHP clinical work:	<ul style="list-style-type: none"> > Accurately maintain therapy related databases and patient documentation under the explicit direction of the supervising AHP. > 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 manufacturing, repairing and maintaining clinical and patient equipment and associated records.
Lead group interventions:	<ul style="list-style-type: none"> > Under instruction from AHP therapist, lead group based therapy for relevant patients.
Developing professional skills and contribute toward overall high standard:	<ul style="list-style-type: none"> > Attending and contributing to appropriate educational sessions/seminars and meetings. > Participating in a competency based training program. > Working collaboratively with other staff e.g. project work. > Undertaking data input. > Assisting in the development of resources and new information. > Participation in departmental quality activities.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Must possess or be undertaking Certificate 3 in Allied Health Assistance or equivalent.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated aptitude for work in a healthcare environment.
- > Ability to work under direct, indirect or remote clinical supervision and direction of an 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.
- > Ability to work in a physically demanding environment to assist patient therapy and / or handling of patient related equipment and devices.
- > Capacity to work flexibly across a range of therapeutic and program related activities.
- > Demonstrated commitment to improve personal and professional skills through self-directed learning and evaluation in line with NALHN objectives.
- > Demonstrated time management skills to prioritise tasks.
- > Demonstrated commitment and ability to work effectively in teams.
- > Demonstrated appropriate interpersonal skills with patients of all ages, their carers and staff at all level in the organisation.
- > Demonstrated competency in computer skills including word, excel processing and data entry.

Experience

- > Experience working with patients in an acute health care setting.
- > Demonstrated experience in assisting patients with diverse of clinical condition.
- > Demonstrated experience in assisting AHP's in the manual handling of patients.
- > Demonstrated experience assistant patients with ADL activities under the direction of an AHP.
- > Demonstrated experience in undertaking routine multi disciplinary screening tools.
- > Demonstrated experience working with a broad range of AHP discipline staff.
- > Demonstrated experience in the use of Microsoft Office (including Word and Excel) and database packages.

Knowledge

- > Knowledge of the role of Allied Health Assistants in the NALHN workplace.
- > Knowledge of working within boundaries of patient confidentiality and ethical practice.
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Basic understanding of a broad range of health conditions/injuries.
- > Competency understanding of clinical screening assessments.
- > Basic understanding of medical/therapy terminology.
- > Basic knowledge of infection control principles.
- > Knowledge of the role of AHP'S within the acute setting.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

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

Personal Abilities/Aptitudes/Skills:

- > Willingness to learn new skills and develop areas of practice under the guidance of supervising AHP and staff.
- > Demonstrated commitment to excellence and innovation in work practices.
- > Demonstrated flexibility and ability to adapt to changing service provision needs.
- > Demonstrated ability to work within a multi-disciplinary team.

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.

Knowledge

- > Working knowledge of Work health and Safety practices.
- > Knowledge of sound manual handling principles and techniques.
- > Knowledge of continuous quality improvement principles and methods.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (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.

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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 and Young People (Safety) Act 2017 (SA)* '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:

NALHN 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, NALHN 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.

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > Limestone Coast Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 23/24 for NALHN is \$1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

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

Name:

Signature:

Date: