

Position	Allied Health Assistant
Classification	AHA-3
Division	Women's and Children's
Department / Section / Unit / Ward	Ambulatory Paediatric Social Work Service/ Acute Allied Health
Role reports to	Operationally: > Senior Social Worker, Women and Children Professionally: > Senior Social Worker, Women and Children
CHRIS 21 Position Number TBC	Role Created / Review Date TBC
Criminal History Clearance Requirements <input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

Provide assistance and support to the Paediatric Ambulatory Care Social Work team in the delivery of allied health services to patients and their families of the SALHN Ambulatory Paediatric Social Work Service, under the supervision of an allied health professional.

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

> NA

Key Relationships / Interactions:

Internal

- Interact with the Allied Health Team in the course of performing the duties of the AHA role
- Works collaboratively with staff and all members of the health care team
- Contributes to the day to day operations of the unit

External

- Work with paediatric outpatients/carers/families as may be required by the role under the direction of the supervising AHP
- Relevant government and non-government organisations to meet the needs of the client group.

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

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- Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour
- Working with patients in individual or group settings with complex care needs
- 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

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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
Assistance with patient care activities under direct supervision of AHP staff	<p>Duties pertaining to an AHA-3 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"> > Working with the Social Worker to address barriers to attending Outpatient appointment, and/ or following treatment plans. > Providing comprehensive education to patients/groups of patients as directed by AHP staff on a defined range of topics. > Establishing and advising eligibility for, and access to a range of social services by providing information and/or liaise on behalf of patients and their families, with Centrelink, P.A.T.S., legal, financial, social welfare agencies and other community services. > Assisting patients and family with practical assistance such as access to transport, accommodation, toiletries, clothing, etc. where appropriate > Maintaining up-to-date records of contacts with families > Informing Social Worker if risk factors are identified (such as child protection, domestic violence, complex family dynamics, and guardianship issues etc.).
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 <p>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</p>
Participating in quality assurance mechanisms and policy development	<ul style="list-style-type: none"> • Networking with key government and non-government agencies to ensure effective outcomes for patients and families under the explicit direction of the supervising AHP. • Contributing to and having a knowledge of Women's and Children's Division Health Stream Allied Health Policies and Procedures • Contributing to coordination, evaluation and implementation of service improvement programs and departmental planning • Participating in the evaluation of own practice with regular performance appraisals and development
Assist training of other AHA staff	<ul style="list-style-type: none"> • Assist in supervising and training AHA-1 and AHA-2 staff where suitable. • Assist AHA-1 and AHA-2 staff with management of workload and prioritisation where suitable
Assist in the supervision of AHA certificate students	<ul style="list-style-type: none"> • Assist AHP staff in providing guidance and training to AHA certificate level students.
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.

	<ul style="list-style-type: none">• 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

- Certificate 4 in Allied Health Assistance, or equivalent

Personal Abilities/Aptitudes/Skills

- Ability to relate to and empathise with a wide range of people, including patients, families & carers, clerical staff, clinical staff, and external agency staff
- Demonstrated ability to communicate effectively, both verbally and in writing with people of various ages, cultures and backgrounds, especially those with a disability or special needs.
- Demonstrated ability to exercise adaptability, flexibility and advocacy skills when dealing with patients, families & carers, working with distressed, confused, abusive and sometimes violent patients and families.
- Demonstrated ability to work effectively both as a member of a multi-disciplinary team and under remote supervision and direction from Allied Health Professionals
- Ability to adapt to changing needs of the workplace on a daily basis.
- Ability to problem solve through use of policies, guidelines and procedures relevant to the role
- Sound time management, organisational and communication skills
- Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, diversity and WHS;
 - Quality management and client oriented service;
 - Risk management

Experience

- Experience working in a human service environment.
- Experience with and understanding the issues facing vulnerable and disadvantaged families; and children with high levels of identified health care needs, including disabilities and medical complexity
- Experience and ability to use advocacy skills to access support services.
- Experience in providing a direct service to clients with welfare needs.

Knowledge

- Knowledge of the role of Allied Health Assistants in the SALHN workplace
- Knowledge of working within boundaries of patient confidentiality and ethical practice
- Knowledge of Paediatric Community Support Services, including NDIS/ Kudos
- Knowledge of entitlements available to patients & carers through Government Departments.
- Knowledge of women's and children's welfare issues, including Culturally and Linguistically Diverse (CALD) groups, and a holistic approach to service delivery
- Understanding of Quality Management principles and procedures
- Understanding of Delegated Safety Roles and Responsibilities
- Awareness of National Safety and Quality Health Service Standards

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 staff.

Experience

- Experience working within a hospital, or other healthcare setting
- Experience working with children and families.
- Experience in using a range of computer software packages, e.g. spreadsheets, word processing and database packages.
- Proven experience in basic computing skills, including email and word processing.
- Experience in undertaking project work.

Knowledge

- Working knowledge of Work health and Safety practices
- Knowledge of sound manual handling principles and techniques
- Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

- Relevant community, lifestyle, health certificate level training

Other Details

> NA

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](#)

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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.

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Role Acceptance

I have read and understand the responsibilities associated with the Allied Health Assistant in the SALHN W&C AH Service and organisational context and the values of SA Health as described within this document.

Name

Signature

Date