

POSITION DESCRIPTION

Position:	MBPH at Home Allied Health Assistant – Grade 3
Directorate	Clinical Operations
Division:	Outpatient Services
Business Unit:	Allied Health Services
Enterprise Agreement	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC HEALTH SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT
Reports to:	Allied Health Manager



MBPH @Home

Mildura Base Public Hospital is committed to the Better at Home initiative to deliver healthcare within patients' homes, through improving and expanding home delivered care. This will enable the organisation to support more acute care, rehabilitation and geriatric evaluation and management within the home. Improving patient outcomes and increasing satisfaction by allowing clients to stay socially connected and better supported by the multidisciplinary team within the home. MBPH@Home aims to provide an alternative to being admitted to or remaining in hospital & the opportunity to recover and rehabilitate within the client's own home.

MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 900 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to page 7 of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

THE ALLIED HEALTH TEAM

The Allied Health team at Mildura Base Public Hospital comprises of over 30 staff including Physiotherapy, Occupational Therapy, Speech Pathology, Dietetics, Social Work and Allied Health Assistants. Allied Health clinicians are valued within the organisation and all disciplines report to an Allied Health Manager, who is an Allied Health Professional. The diversity of the workload for an Allied Health Professional is a key benefit within our organisation.

KEY RESPONSIBILITIES AND DUTIES

1. Clinical

1.1. Works directly with an Allied Health Professional (AHP); or works alone; or in a team under supervision from an AHP, within the MBPH at Home Programs.

1.2. Uses communication and interpersonal skills to assist in meeting the needs of patients.

1.3. Identifies patient circumstances that need additional input from the AHP as well as providing direct assistance to AHPs with procedures requiring two people, such as: transporting (lifting / moving) clients, performing bilateral assisted activities, assisting with walking, managing drains and attachments whilst mobilising patients, assisting with balance rehab, assisting with hydrotherapy, assisting with group activities, assisting with the application and removal of splinting or mechanical devices, assisting with tilt table etc.

1.4. Prioritises workload and accepts responsibility for outcomes within the limit of their accountabilities.

- 1.5. Demonstrates a capacity to work flexibly across a broad range of disciplines and program related activities.
- 1.6. Seeks appropriate patient information from patient files and the multidisciplinary team prior to intervention.
- 1.7. Maintain equipment and report damaged or faulty equipment to the relevant manager.
- 1.8. Following initial prescription and training by an AHP, the AHA assists in the training of patients in the use of basic and complex therapy equipment.
- 1.9. Undertake client screening as requested by an AHP using screening tools. Possess the ability to prioritise requests and articulate findings back to the relevant AHP.
- 1.10. Collects patient specific data under direction of the AHP e.g. a patient's weight.
- 1.11. Following the AHP assessment and demonstration, safely facilitates patient handling and movement.
- 1.12. Provides individual or group therapeutic interventions under direction of an AHP. This may include following specific clinical protocols.
- 1.13. Undertake administrative and housekeeping duties as required, according to the requirements of the service (may include ordering equipment, equipment audits, equipment cleaning and maintenance checks, reporting, emailing / photocopying / faxing, quality improvement reporting and other clerical / administrative requirements)
- 1.14. Identifies and actively participates in department quality activities.
- 1.15. As required, assist with range of motion exercises and assist with or carry out basic cardio-thoracic physiotherapy procedures such as postural drainage, breathing exercises and ambulation as prescribed by a clinician
- 1.16. Fit patients with appropriate aids and devices as requested by the referring AHP, includes giving education on use of equipment and supervising practice.
- 1.17. Conducts therapy plans in a home-based setting under the instruction or guidance of an AHP.
- 1.18. Travels to patient homes and other organisations to deliver the patient care needs as required

2. Knowledge and Experience

- 2.1. Recognises own limits of competency and communicates this to supervising AHP.
- 2.2. Appropriately responds to referrals as per department guidelines.
- 2.3. Prioritising workload with guidance from supervising AHP.
- 2.4. An understanding of, and capacity to deliver, a high standard of patient-centred care.
- 2.5. An understanding of Allied Health services, philosophy and theoretical models.
- 2.6. Knowledge and compliance with the Victorian Government Code of Conduct and MBPH policies and procedures

2.7. Under direction, assists in the education of patients within defined areas of practice.

2.8. Participates in professional development opportunities.

2.9. Able to use a range of information technology applications (Email, Word, Excel, PowerPoint)

2.10. Has advanced level knowledge of medical conditions, terminology, disease and ageing process including common diagnoses, deficits and medical terms.

3. Communication

3.1. Demonstration of effective and appropriate verbal and non-verbal communication with Allied Health staff, patients and other health professionals.

3.2. Documents appropriately when a patient attends therapy.

3.3. Effectively communicates with patients who are culturally and linguistically diverse including the use of interpreters.

3.4. Has the ability to respond appropriately to sensitive information and communicate appropriately, reporting to Allied Health staff as required.

4. Teaching and Training

4.1. Assists and coordinates placements involving AHA and work experience students.

4.2. Provides direction and supervision to other AHA's as appropriate.

5. Additional Responsibilities

5.1. Participate in team or departmental meetings and other organisational meetings as required.

5.2. Participate in staff development and training as required.

5.3. Participate in service development activities as required.

5.4. Other duties as determined by the Allied Health Manager.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and

evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Essential

- Certificate III and IV in Allied Health Assistance
- Demonstrated knowledge, skill and experience appropriate to a Grade 3 AHA in order to plan and organise an effective AHA service
- Drivers licence essential

Desirable:

- Willingness to work under the supervision of an Allied Health Professional
- Demonstrated ability to efficiently manage workload demands and priorities
- Ability to communicate effectively with a wide range of customers
- Proven ability to work effectively in a team environment and independently as required
- Demonstrated ability to provide excellence in customer service
- Flexible positive approach to work
- Understanding of Quality Improvement principles
- Experience working in a public or private hospital setting

Personal Qualities, Knowledge and Skills

- A personal approach that is positive, enthusiastic, friendly and helpful
- Continually update knowledge in regards to professional occupation/work area and evaluate own performance to identify strengths and areas where professional growth can occur
- Always work in a professional manner and demonstrate a good work ethic that includes punctuality, integrity, respect for others and a commitment to professional practice
- Maintain confidentiality on all issues relating to the Hospital, customers and colleagues

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Disability Worker Exclusion Scheme (DWES) Check:

Where applicable, completion of a clear Disability Worker Exclusion Scheme Check must be undertaken for all positions providing services under the NDIS. A DWES check is required to be completed prior to

commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

Registration with Professional Association:

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

