

POSITION DESCRIPTION

Position:	Better Care at Home Allied Health Assistant
Division:	Allied Health
Unit:	Community Services
Enterprise Agreement	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH & ALLIED SERVICES, MANAGERS & ADMINISTRATIVE WORKERS) SINGLE ENTERPRISE AGREEMENT 2016-2020
Reports to:	Allied Health Manager

MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH 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.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.




VISION





Your Hospital – We care.

MISSION

Improving the health and wellbeing of our community by providing quality health services, with care, compassion and skill.

VALUES

 Responsiveness	Responsiveness: Providing frank, timely advice to the Government; high quality services to the Victorian community; and by identifying and promoting best practice.
 Integrity	Integrity: Being honest, open and transparent; acting responsibly; reporting improper conduct; and striving to earn and sustain public trust of a high level.
 Impartiality	Impartiality: Making decisions and providing advice on merit and without bias, favouritism or self-interest; objectively considering all relevant facts and fair criteria.

 Accountability	<p>Accountability: Working to clear objectives in a transparent manner and accepting responsibility for decisions and actions.</p>
 Respect	<p>Respect: Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying.</p>
 Leadership	<p>Leadership: Actively implementing, promoting and supporting these values. Leadership is about positive influence, inspiring and empowering others.</p>
 Human Rights	<p>Human Rights: Making decisions and providing advice consistent with human rights; and actively implementing, promoting and supporting human rights.</p>

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.

THE POSITION

The Mildura Base Public Hospital Allied Health Assistant Department supports services across acute and sub-acute settings. The Better Care at Home Allied Health Assistant is a valuable member of the Allied Health team and contributes to patient care at Mildura Base Public Hospital (MBPH) by providing a support role to the Better Care at Home Program. The Allied Health Assistant will work along a variety of disciplines within the program.

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 Better Care at Home Program.

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. Organises the AHA roster and assists the Allied Health Manager with finding staff to cover periods of planned or unplanned leave.

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 IV in Allied Health Assistance or equivalent
- Demonstrated knowledge, skill and experience appropriate to a Grade 3 AHA in order to plan and organise an effective AHA service

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.

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 (or NSW) 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.