

Allied Health Assistant –Grade One (Unqualified)

GIPPSLAND SOUTHERN HEALTH SERVICE (GSHS) –

Vision Statement: Dedicated to Health

Mission Statement: We Care For You

Corporate Objectives:

1. Maintain and develop services to meet our community's needs
2. Remain Accredited
3. Remain committed to having a staff that is skilled and motivated
4. Ensure financial viability
5. Maintain and improve facilities and infrastructure
6. Ensure quality health services are provided in a safe environment.

NAME: Vacant

CLASSIFICATION: Allied Health Assistant – Grade One (Unqualified)

**SALARY &
CONDITIONS:** As per award

AWARD: Allied and Health Services Award

FACILITY: Community Services Division **DATE JOINED SERVICE:** _____

RESPONSIBLE TO: Planned Activity Group Coordinator and/or Allied Health Services Manager via Director of Community Services

RESPONSIBLE FOR: Providing professional client care services consistent with Community Services Division philosophy & objectives, current position description and accepted standards of care.

PERFORMANCE MONITORING:

An initial formal review of performance will be undertaken within three months following appointment and then at least every 12 months based upon this position description.

LAST APPRAISAL DATE: _____ **NEXT APPRAISAL DATE:** _____

REVIEW OF POSITION DESCRIPTION:

This position description will be reviewed annually in conjunction with Performance Appraisal, when the position becomes vacant or as deemed necessary for on-going and effective performance management.

KEY SELECTION CRITERIA:

To perform effectively in this position, the person should possess demonstrated /potential for development of competencies in the following 6 Key Performance Areas:

1. PERSONAL & PROFESSIONAL DEVELOPMENT

Demonstrates on-going commitment to both personal and professional development in their career and industry overall, actively exploring learning opportunities to enhance competency and skills base within scope of practice.

2. CUSTOMER SERVICE

Able to identify internal and external customers and use effective communication and interpersonal skills when interacting with customers. Understands and applies general principles of effective customer service.

3. ADMINISTRATION & DOCUMENTATION

Supports management to ensure all administrative and documentation requirements are met in a professional, effective and timely manner. Understands and complies with administrative policies/procedures and documentation standards. Compliance with clinical and organisational policies/procedures.

4. TECHNICAL SKILLS & APPLICATION

Has the technical skills required by the Allied Health Assistant role to meet the service needs of the work area and applies them in the appropriate clinical context. Progresses skills to practice to the level of initiative and independence expected of the appointed level of this Division. This includes knowledge and use of equipment and resources necessary in the delivery of care.

5. TEAMWORK & COMMUNICATION

Supports and communicates with senior staff and other members of the team to achieve the best outcomes for patients. Actively contributes as a valuable member of that team.

6. CONTINUOUS IMPROVEMENT

Is committed to the delivery of quality care and customer service by participating in continuous improvement activities.

QUALIFICATIONS:

- ESSENTIAL:**
- Evidence of ongoing self-development and a preparedness to work across various departments (including planned activity groups and the allied health department)
 - Maintain current Level 1/CPR First Aid Certificate
 - Organisational Fire & Safety Annual Training
 - Current Victorian Drivers Licence

- DESIRABLE:**
- Current experience in health care services
 - Computer literacy
 - Certificate III or IV in Aged Care Work, Disability, Personal care or the equivalent
 - Working towards Cert III in Allied Health Assistance (completion of this qualification automatically progresses a candidate to a grade two - qualified).
 - Current Certificate in Food Handling
 - Clinical Personal Care Skills as listed in P.I. 4

KEY RESPONSIBILITIES

POSITION TITLE: Allied Health Assistant – Grade One - Unqualified

PERFORMANCE INDICATORS	DESCRIPTION
<p>P.I. 1</p> <p>Personal & Professional Development (Incl. Conduct)</p>	<ul style="list-style-type: none"> • Is committed to continual personal and professional development to meet the changing needs of this position, career, GSHS & industry overall; • Readily and consistently seeks out and accesses opportunities for learning; • Attends all mandatory training sessions provided by GSHS and is actively involved in other training & development programs relevant to this role. Minimum requirements: - C.P.R., Fire safety & evacuation procedures, No Lift (Back Injury Prevention) training yearly in addition to meeting the minimum hours in service training target per year as set by the organisation (approx: 16 hours) • Reflects on & critically evaluates own standards of practice and outcomes of care to continually improve and promote delivery of quality care; • Actively participate in the annual Performance Appraisal process for self and others as delegated using professional standards of practice as a basis for appraisal; • Recognises limitations of practice and experience, accepting guidance and direction provided by appropriate others Acts as a positive role model willing to share knowledge and experience with peers and others; • Accountability - Is able to account for the results of actions taken within the scope of Allied Health practice, including the exercising of good judgement and sound thinking in the discharge of your duties; • Recognises the need for care of self and acts to promote same; • Refrains from engaging in exploitation, misinformation and misrepresentation in regard to health care products and related services; • Knows, recognises and maintains professional boundaries of the Allied Health Assistant – client relationship; • Conducts oneself in a professional manner at all times; • Refrains from approving the purchase of items without consultation and direction of the allied health manager or planned activity group coordinator.
<p>P.I. 2</p> <p>Customer Service</p>	<ul style="list-style-type: none"> • Respect is shown for all individuals’ needs, values, culture and vulnerability in the provision of care and customer service; • Acknowledges, respects and protects the rights of individuals/groups in relation to healthcare and in making; • Assists clients to access information needed to support informed decision-making and informed choices in relation to their care/service; • Holds in confidence any information obtained in a professional capacity, complying with GSHS Privacy Policies in relation to the obtaining, accessing, security, use and disclosure of private and health information; • Promotes and preserves the trust that is inherent in the privileged relationship between the Allied Health Assistant and their patients/customers with respect to both their person and their property; • Acts to positively promote GSHS both internally & externally; • Provides prompt and courteous service to clients, families/ carers and colleagues; • Reports problems/concerns promptly to assist effective resolution of complaints; • Works to support and maintain a safe and therapeutic environment within GSHS for customers and colleagues; • Identifies and reports instances of unsatisfactory customer service.

KEY RESPONSIBILITIES

POSITION TITLE: Allied Health Assistant – Grade One - Unqualified

PERFORMANCE INDICATORS	DESCRIPTION
<p>P.I. 3</p> <p>Administration & Documentation</p>	<ul style="list-style-type: none"> • All documentation conforms to established professional and legal standards including those governing the use of abbreviations; • Completes all documentation in a professional, objective and timely manner; • Effectively communicates client care information in a timely manner; • Uses established lines of communication to notify of maintenance issues, accidents/incidents, adverse or sentinel events, compliments or complaints or any other issue that may impact on the effective management of patients, ward area and/or the organisation; • Supports effective staffing including:- <ul style="list-style-type: none"> • maintaining the accuracy of the roster by promptly notifying allied health manager of changes; • signing the roster as being a true and correct record of your work pattern for the pay period. • Completes and submits documentation relating to roster changes, overtime and unplanned and/or planned absences from work. i.e. sick leave, family leave, compassionate leave and annual leave requests to the allied health manager or planned activity group coordinator.
<p>P.I. 4</p> <p>Technical Skills And Application</p>	<ul style="list-style-type: none"> • Proficiency and/or working toward those skills/assumed competencies required to address all phases of care as listed in Appendix A; • Continually develops and applies those technical skills consistent with the role of the Allied Health Assistant in your designated area; • Practises and is competent with all GSHS emergency, OH & S and hazard control procedures; • Works in accordance with Infection control guidelines as per GSHS policy; • Demonstrates satisfactory clinical skills to effectively and safely meet customer/patient basic health care needs:- <ul style="list-style-type: none"> a) without supervision in stable clinical environments; b) under direct/indirect supervision in unstable situations. • Accurately identifies those situations requiring assistance from other staff and medical staff and acts accordingly • Assists in the orientation of new personnel to the area of work as required • Able to respond appropriately to directives and guidance of senior staff. <p>When working in the allied health department:</p> <ul style="list-style-type: none"> • Provide treatment to inpatients, outpatients and community based clients as required at the direction of allied health clinicians. • Working within the multidisciplinary team to ensure that client priorities are met. • Contribute to the education of students by acting as a resource, demonstrating the role of a health professional. • Ensure the Allied Health Service operates with a safe and healthy environment by: <ul style="list-style-type: none"> • Adhering to Occupational Health and Safety principles. • Ensuring all equipment is maintained in safe and clean condition. • Undertake additional duties as directed by allied health clinicians • Use basic computer skills to complement the role of AHA.
<p>P.I. 5</p> <p>Teamwork & Communication</p>	<ul style="list-style-type: none"> • Actively participates in forums and meetings to enhance the effective communication of organisational, clinical and work area issues; • Communicates effectively with colleagues, individuals and groups, using the appropriate formal or informal channels of communication; • Works harmoniously with other team members according to established team and organisational goals to achieve service delivery excellence; • Is accountable to the allied health manager for quality and outcomes of work as delegated. • Clearly and promptly communicates any issues of concern related to the work environment and/or clinical practice to the manager of allied health services or planned activity group coordinator; • Promotes understanding of all aspects of the care provision by effectively communicating, providing relevant information and involving clients and their families/significant others; • Clearly explains all care activities and procedures to the client in advance; • Reports observations and findings to the allied health clinicians/planned activity group coordinator and contributes to the care process.

KEY RESPONSIBILITIES

POSITION TITLE: Allied Health Assistant – Grade One - Unqualified

PERFORMANCE INDICATORS	DESCRIPTION
<p>P.I. 6</p> <p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Promotes and upholds the provision of quality client care for all people without prejudice; • Becomes familiar with the quality cycle and GSHS system of accreditation and quality improvement; • Learns to actively contribute to continuous quality improvement activities to meet Service/Accreditation Standards; • Complies with occupational health and safety processes to ensure a safe work environment for clients, staff and visitors; • Identifies and works to address opportunities for improvement by:- <ul style="list-style-type: none"> a) reporting customer satisfaction with services provided; b) assisting with internal audits and surveys to monitor quality and safety of care; c) reviewing quality and safety reports on a regular basis; d) supporting the care team with implementation of change to achieve performance improvements; e) accessing the in-service program to meet own learning needs; f) assisting in research activities and the collection of clinical indicator data

Sign to verify agreement with this Position Description:

Incumbent: _____

Date: _____

Manager: _____

Date: _____

APPENDIX A

Assumed Competencies Include:

- Basic personal care and assistance with activities of daily living
- Admission/discharge of client commensurate with level of practice
- Active / Passive range of movement and pressure area care
- Documentation – Care Plans, Progress Notes, Recording Attendances & Statistics
- Basic 1st Aid & C.P.R
- Food Handling
- No Lift techniques and use of associated equipment
- Ambulating the patient
- Assisting with Positioning of a dependent patient
- Personal hand washing & hygiene
- Assisting in personal hygiene – mouth care, shaving, hair care, nail care
- Pain Assessment

Allied Health Assistant Process Competencies:

- Assists in the comprehensive and accurate assessment of clients in a stable environment
- Contributes to care planning in collaboration with customers and the health care team
- Ensures equipment necessary for the effective implementation of personal care is available
- Accurately monitors clients condition and response to care provision
- Reports findings to the Clinicians responsible for coordinating client care
- Clearly and promptly documents care given, observations and findings
- Assists the health care team evaluates client's progress toward expected outcomes.