

Allied Health Assistant – Grade Two (Qualified)

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 Two (Qualified)

**SALARY &
CONDITIONS:** As per award

AWARD: Health and Allied Services Award

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

RESPONSIBLE TO: PAG Coordinator or Allied Health 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 competently perform in this position, the person should possess the following knowledge, skills and experience based upon the 6 Key Performance Indicators as indicated:

1. PERSONAL & PROFESSIONAL DEVELOPMENT.

Demonstrated experience and understanding of the continuation of both personal development & professional development in their career and industry.

2. CUSTOMER SERVICE.

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

3. ADMINISTRATION & DOCUMENTATION

Using the processes that are in place to ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

4. TECHNICAL SKILLS & APPLICATION.

Demonstrated knowledge and understanding in the application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

5. TEAMWORK & COMMUNICATION

Demonstrated ability to participate as an active member of a team, which is consistent with the philosophy and policies of GSHS.

6. CONTINUOUS IMPROVEMENT.

Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.

QUALIFICATIONS:

ESSENTIAL:

- Certificate III or Certificate IV in Allied Health Assistance
- Evidence of ongoing self-development
- 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
- Communicate effectively, verbally and in writing

DESIRABLE:

- Current experience in health care services
- Basic computer skills and understanding of information technology and management principles
- Current Certificate in Food Handling
- Clinical Personal Care Skills as listed in P I.4
- Knowledge of relevant health industry legislation
- Knowledge of quality improvement principles
- Self motivated and flexible

KEY RESPONSIBILITIES

POSITION TITLE: Allied Health Assistant – Grade Two - (Qualified)

PERFORMANCE INDICATORS	DESCRIPTION
<p>P.I. 1</p> <p style="text-align: center;">Personal & Professional Development (Incl. Conduct)</p>	<p>Participate in ongoing personal and professional development through:</p> <ul style="list-style-type: none"> • Attendance at staff meetings and in-service programs. • Maintaining knowledge and skills relevant to the position through participation in the staff development program. This includes attending mandatory training (i.e. orientation to the organization, Occupational Health and Safety, basic life support and fire training) in addition to meeting the minimum hours in service training target per year as set by the organisation (2006: 16 hours) • Develop positive communication networks with supervisory staff. • Identifying personal knowledge gaps with supervisor and work towards meeting these needs. • Acquisition of knowledge and competencies through education, training and staff development. 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; • 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 • 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 PAG Coordinator or the Allied Health Manager.
<p>P.I. 2</p> <p style="text-align: center;">Customer Service</p>	<p>Act in a professional manner at all times when dealing with internal and external clients and colleagues by:</p> <ul style="list-style-type: none"> • Being prompt and providing courteous service to clients, families, carers and colleagues • Assisting clients to access information needed to support informed decision-making and informed choices in relation to their care/service; • Maintaining confidentiality at all times, whilst respecting the values, culture, wishes and vulnerability of clients by complying with GSHS Privacy Policies in relation to the obtaining, accessing, security, use and disclosure of private and health information • Promoting positive and harmonious relationships between clients, relatives and staff. • Being aware of and respecting the needs of colleagues. • Being responsive to telephone enquiries which includes the identification of self and facility. • 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 to both internal & external customers; • 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

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PERFORMANCE INDICATORS	DESCRIPTION
<p>P.I. 3</p> <p>Administration & Documentation</p>	<p>Complete administration and documentation tasks according to the Health Service requirements in order to ensure ongoing funding by the following:</p> <ul style="list-style-type: none"> • Ensure that all documentation is accurate and completed in a professional, objective and timely manner. • All documentation conforms to established professional and legal standards including those governing the use of abbreviations; • Ensure all documentation is updated and completed daily as required, thus ensuring a high standard of care is delivered. Effectively communicating client care information in a timely manner. • Ensure accessibility of client records through timely completion and return to the record system. • Ensure that Health Service Policies and requirements of client privacy, security of client records and confidentiality are followed. • Use all resources in a responsible, effective and cost efficient 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 or planned activity group coordinator 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 PAG Coordinator or Allied Health Manager.
<p>P.I. 4</p> <p>Technical Skills & 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"> • Providing 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.

KEY RESPONSIBILITIES

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PERFORMANCE INDICATORS	DESCRIPTION
<p>P.I. 5</p> <p style="text-align: center;">Teamwork & Communication</p>	<p>Contribute to effective and appropriate communication between the all departments of GSHS:</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 or planned activity group coordinator 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/PAG Coordinator and contributes to the care process.
<p>P.I. 6</p> <p style="text-align: center;">Continuous Improvement</p>	<p>Commitment to continuous quality improvement through the following:</p> <ul style="list-style-type: none"> • Demonstrate and ensure best practice at all times by ensuring that professional skills are regularly updated. • Participation in relevant quality improvement programs and other health service activities to meet standards. • Ensuring safety standards including safe use of equipment are met. • 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:- <ol 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
- Recognise healthy body systems in a health care context
- Use basic medical terminology to support communication with other health professionals

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.
- Support and contribute to the development of programs and groups
- Work effectively with culturally diverse client groups to ensure needs met
- Organise personal work priorities, contributing to team effectiveness
- Handle stock maintenance, ordering, general cleaning