

**DELETE ALL AREAS IN YELLOW ONCE COMPLETED.**

**ROLE DESCRIPTION**

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| **Role Title:** | Allied Health Assistant or insert specific discipline title |
| **Classification Code:** | AHA-3 |
| **LHN/ HN/ SAAS/ DHA:** |  |
| **Hospital/ Service/ Cluster** |  |
| **Division:** |  |
| **Department/Section / Unit/ Ward:** |  |
| **Role reports to:** |  |
| **Role Created/ Reviewed Date:** |  |
| **Criminal History Clearance Requirements:** | Aged (NPC)  Child- Prescribed (DCSI)  Vulnerable (NPC)  General Probity (NPC) |

**ROLE CONTEXT**

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| **Primary Objective(s) of role:** |
| * Provide assistance and support to the insert discipline team in the delivery of allied health services to patients/clients of the insert ward/unit/facility, under the supervision of an allied health professional. |

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| **Key Relationships/ Interactions:** |
| (Describe contact, frequency and purpose. Main contacts only both internal and external which includes roles/ committees/ working parties/ project teams or organisations. Clearly and briefly illustrate difficulty and/or significance of communication).  Internal   * Interact with the Allied Health Team in the course of performing the duties of the AHA role   External   * Work with patients/carers/families as may be required by the role under the direction of the supervising AHP |

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| **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 * 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 |

**Key Result Area and Responsibilities**

(NO MORE THAN 8, group into major areas of responsibility/activity and list in descending order of importance. Verbs, what is done and why it is done.)

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| **Key Result Areas** | **Major Responsibilities** |
| Assistance with patient care activities under direct supervision of AHP staff | 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  Duties may include, but not necessarily be limited to (depending on service requirements and or AHP supervision format):   * Applying a range of specialised clinical screenings and patient treatments, under the direction of the supervising AHP, to patients with complex needs * Monitoring patient response to therapies and reporting to the supervising AHP * Assisting patient transport to/from AHP therapy/intervention * Assisting patient preparation for therapy and at the conclusion of therapy * Assisting patient in personal care needs to maintain privacy, cleanliness and dignity before, during and after therapy interventions * Assisting with patient movement and/or physical tasks as part of a directed therapy intervention * Providing chaperone for therapy interventions where a patient requests stand-by chaperone and is agreeable to the AHA acting in that role. * Provide comprehensive education to patients/groups of patients as directed by AHP staff on a defined range of topics |
| Administrative tasks associated with AHP clinical work | * 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 | * Participating and engaging in workplace health and safety procedures * 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 * Assist in manufacturing, repairing and maintaining clinical and patient equipment and associated records |
| Lead group interventions | * Under instruction from AHP therapist, lead group based therapy and or education sessions for patients with diverse and complex needs |
| Assist training of other AHA staff | * 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 | * Assist AHP staff in providing guidance and training to AHA certificate level students. |

**Knowledge, Skills and Experience**

**ESSENTIAL MINIMUM REQUIREMENTS** (Those characteristics considered absolutely necessary)

**Educational/Vocational Qualifications**

* Certificate 4 in Allied Health Assistance, or equivalent

**Personal Abilities/Aptitudes/Skills:**

* Clear aptitude for working in a healthcare setting and with people from a variety of cultural and linguistically diverse backgrounds
* Ability to work under general direction and direct or remote supervision from Allied Health Professionals
* Ability to adapt to changing needs of the workplace on a daily basis
* High level communication and interpersonal skills –demonstrate ability to work with people from a variety of cultural and linguistically diverse backgrounds
* Ability to problem solve through use of policies, guidelines and procedures relevant to the role
* Sound time management, organisational and communication skills
* Ability to work in a physically demanding environment to assist patient therapy and / or handling of patient related equipment and devices

**Experience**

* Experience working in a service environment

**Knowledge**

* Knowledge of the role of Allied Health Assistants in the insert LHN workplace
* Knowledge of working within boundaries of patient confidentiality and ethical practice

**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

**Educational/Vocational Qualifications**

* Relevant community, lifestyle, health certificate level training

**Personal Abilities/Aptitudes/Skills:**

* Willingness to learn new skills and develop areas of practice under the guidance of supervising AHP staff

**Experience**

* Experience in an Allied Health Assistant role
* Experience working in a health-care setting
* Experience in manual handling for patients and/or patient related equipment and devices

**Knowledge**

* Working knowledge of Work health and Safety practices
* Knowledge of sound manual handling principles and techniques

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| **Special Conditions:** |
| *The majority of information in this section will be standard, however there may be some variation between specific positions e.g. if an incumbent requires an unrestricted drivers licence to travel, work a 24-7 roster etc. Any additions to this section to be approved by HR.*   * 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 Criminal and Relevant History Screening. * *Prescribed Positions* under the *Children’s Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History ‘child-related’ employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion. * Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for *‘*Prescribed Positions’ under the *Children’s Protection Act 1993* or ‘Approved Aged Care Provider Positions’ as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth). * 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 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. |

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| **General Requirements:** |
| Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:   * *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 by the Immunisation Guidelines for Health Care Workers in South Australia 2014.* * *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).* * *Children’s Protection Act 1993 (Cth) – ‘Notification of Abuse or Neglect’.* * *Disability Discrimination.* * *Independent Commissioner Against Corruption Act 2012* (SA) * *Information Privacy Principles Instruction* * *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.*   The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary. |

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| **Performance Development** |
| The incumbent will be required to participate in the organisation’s Performance Review & Development Program which will include a regular review of the incumbent’s performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions. |

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| **Handling of Official Information:** |
| 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. |

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| **White Ribbon** |
| SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community.   In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour. |

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| **Resilience:** |
| SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback. |

**Organisational Context**

**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

**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.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women’s and Children’s Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

**SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian’s have access to the best available health care in hospitals, health care centres and through GPs and other providers.

**Health Network/ Division/ Department:**

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*(In one paragraph describe the role of the Division/ Branch/Unit/ Team relevant to the role.)*

**Values**

**SA Health Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

* We are committed to the values of integrity, respect and accountability.
* We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
* We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

**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:

* Democratic Values - Helping the government, under the law to serve the people of South Australia.
* Service, Respect and Courtesy - Serving the people of South Australia.
* Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
* Accountability- Holding ourselves accountable for everything we do.
* Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Approvals**

**Role Description Approval**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** **Role Title:**

**Signature:** **Date:**

**Role Acceptance**

**Incumbent Acceptance**

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

**Name:**  **Signature:**

**Date:**

**Version control and change history**

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| **Version** | **Date from** | **Date to** | **Amendment** |
| V1 | 01/08/2018 |  | Original version. |