



## West Wimmera Health Service

### Position Description

<b>Position:</b>	<b>Allied Health Assistant</b>
<b>Location:</b>	Based at Nhill and may be required to work across all sites as mutually agreed upon
<b>Reporting to:</b>	Chief Physiotherapist (or relevant Allied Health Department Lead Practitioner)
<b>Division:</b>	Community Health Division
<b>Award:</b>	Health and Allied Services, Managers & Administrative Workers (VPS) (Single Interest Employers) Enterprise Agreement 2021 - 2025
<b>Level:</b>	Dependent on skills, qualifications and experience as per Award

#### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Gorokey, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

**Our Purpose – *Great care, every person, every time.***

#### **Our Strategic Goals**

##### ***Our people – Inclusive, Respectful, Productive***

To be a great place to work where everyone contributes and everyone belongs.

##### ***Our Care - Safe, Effective, Innovative***

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

##### ***Our Community - Connected, Informed, Healthy***

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

##### ***Our Future - Environmentally Responsible, Economically Secure***

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

## Our Values



### **TOTAL CARE**

Delivering care that is safe, effective and person-centred, always.



### **SAFETY**

Providing a safe workplace and services free from avoidable harm.



### **UNITY**

Working well together in a great place to work.



### **ACCOUNTABILITY**

Doing the right thing by our stakeholders and ourselves.



### **INNOVATION**

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

### **Position Relationships:**

<b>Key Internal Relationships</b>	<b>Key External Relationships</b>
<ul style="list-style-type: none"><li>• Allied and Community Health staff</li><li>• Clinical staff – Aged Care and Acute</li><li>• Executive Director Community Health</li></ul>	<ul style="list-style-type: none"><li>• Community members, clients</li><li>• Health and community organisations</li><li>• External consultants and practitioners</li></ul>

### **Position Overview:**

To provide high quality support to our Allied Health practitioners, including clinical care and administrative duties.

### **Key responsibilities:**

- Provision of quality, safe and effective care under the direction of qualified Allied Health Professionals.
- Professional Development.
- Adaptable behaviours and ability to work in a team environment.
- Legislative and regulatory compliance.
- Managing workload – prioritising appropriately.
- Communication.
- Strategic Plan Goals.

### **Statement of duties:**

#### **Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.

- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.
- Be responsible for providing support to our Allied Health clinicians, primarily based in Nhill, with a potential to travel between sites.
- Provide care, under the direction of our Allied Health clinicians, to:
  - Acute Inpatients (surgical, musculoskeletal, respiratory and neurological)
  - Community Outpatients of any age
  - Hydrotherapy patients
  - Group session attendees
  - Residential Aged Care (annual reviews, or as requested by the nursing staff).
- To efficiently maintain relevant departmental administrative duties such as correspondence, medical records, assessment sheets, treatment plans, departmental records and statistics as required.
- Ensure full awareness of all Service's emergency procedures.
- Maintain work spaces in a clean and tidy manner at all times for safety and a positive department presentation.
- Participate in the inspection, cleaning and storage of clinical equipment under the direction of Allied Health practitioners.
- Work collaboratively with other members of the allied health, medical and nursing teams.
- Assist with the preparation, delivery and evaluation of health programs and health promotion activities as directed.
- Other duties as directed from time to time by Allied Health practitioners and/or the Executive Director.

#### **Quality, Safety and Risk Management:**

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

#### **Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other team members, customers, volunteers and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Be aware of and practice according to the West Wimmera Health Service vision, mission and values.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

## **Key Selection Criteria:**

### **Essential:**

1. Effective communication and organisational skills.
2. A qualification in Allied Health Assistance (or equivalent) or a willingness to complete this training following the commencement of employment.
3. An understanding of the unique nature of rural communities and a commitment to improving the overall health and well-being of these communities.
4. Ability to work both independently and as a valuable member of a team.
5. Exceptional time management and organisational skills.
6. Commitment to principles of Quality Assurance, Equal Employment Opportunity and Occupational Health & Safety.
7. Basic water safety skills are required.

### **Desirable:**

1. Experience in the public health care system.
2. Strong communication skills, both verbal and written.
3. Hydrotherapy experience.
4. Ability to implement programs under the direction of Allied Health Professionals.
5. Highly developed communication and interpersonal skills including the ability to negotiate effectively with peers and other professionals and speak to community groups as required.
6. Potential or proven potential of leadership qualities and skills.
7. Competence in using computer programs including Microsoft Word, Outlook and other databases.
8. Sound knowledge of health promotion and community education.
9. Demonstrated flexibility to manage a diverse caseload.

### **Pre Requisites:**

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's Licence

### **Internal Direct Reports:**

Nil

### **External Direct Reports:**

Nil

### **Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

**Certification**

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By: Executive Director of Community Health</b>	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>

Reviewed November 2023