

## POSITION DESCRIPTION

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|--------------------------------------|--|
| <b>Position Title</b>                | <b>GRADE 2 ALLIED HEALTH ASSISTANT</b>                                 |
| <b>Reports to (Title)</b>            | <b>Discipline-Specific Service Manager</b>                             |
| <b>Group Director</b>                | <b>Executive Director Malvern</b>                                      |
| <b>Department</b>                    | <b>Allied Health</b>   |
| <b>Position Location</b>             | <b>All Sites</b>   |
| <b>Award/Agreement</b>               | <b>Salary and conditions in accordance with Contract of Employment</b> |
| <b>Delegation of Authority Level</b> |  |

### Position Summary & Role Purpose

The Grade 2 Allied Health Assistant (AHA) is responsible, within the framework of the Mission & Values and Behaviours That Matter of Cabrini, for the provision of clinical and administrative support to clinicians in the Allied Health Service. While still being under the supervision and guidance of a Grade 3 AHA or Allied Health Professional (AHP), the position will ensure that the relevant, clinical services and administrative duties demonstrate excellence, quality, current evidence-based practice and the highest level of patient satisfaction and staff engagement.

The Grade 2 AHA will independently, within their scope of practice, undertake some components of clinical care (for which an AHA has been trained and assessed as competent) in accordance with organisational policies and procedures, including treatment, care co-ordination and monitoring patients' progress.

### Key Result Areas

#### 1. Professional Contribution

**Possesses consolidated & continually developing clinical knowledge and skills and applies this to contribute to the allied health team in clinical practice.**

- 1.1 Demonstrates consolidated and current clinical knowledge as well as an understanding of evidence-based practice in discipline-specific and related areas.
- 1.2 Maintains a current, broad understanding of factors affecting healthcare and applies this knowledge to support activities and projects which deliver improved service and health outcomes.
- 1.3 Promotes professional values and ethics in clinical practice.
- 1.4 Adheres to all Cabrini Policies, Procedures, legislative requirements, Mission, Vision, Values and Behaviours That Matter, and considers their impact on wider clinical issues and practices.
- 1.5 As required, represents the AHA workforce and contributes to interdisciplinary working parties, committees and internal forums.
- 1.6 In consultation with relevant AHP, assists in discipline-specific undergraduate student programs as required.

- 1.7 Assists in maintaining close working relationships and assists in teaching opportunities with partner organisations providing AHA training.
- 1.8 Participates in planning goals and objectives for relevant clinical services, as a senior member of the AHA team.
- 1.9 Actively assists in raising the profile of the AHA workforce and Allied Health within and external to the organisation.
- 1.10 Contributes to the development of highly performing teams.
- 1.11 Contributes to a positive patient and family experience at all times.

## **2. Service Delivery**

**Contributes to the delivery of high quality, compassionate, competent clinical services in existing Cabrini inpatient, home and community-based services including:**

- **Acute**
  - **Palliative Care**
  - **Rehabilitation**
  - **Home-based Services**
  - **Chronic Disease & Complex Aged Services**
- 2.1 Contributes to and promotes innovative clinical and administrative practice under the supervision of a senior AHA or relevant AHP.
  - 2.2 Uses an evidence-based, problem-solving approach to clinical care, service development and training programs.
  - 2.3 Contributes to and participates in the evaluation of clinical practice and encourages staff to participate in research & quality projects.
  - 2.4 Contributes, within AHA Program, to the development of systems and processes, including policies and procedures, which support the standardisation of clinical services and practice across Cabrini.
  - 2.5 As requested and in consultation with AHP staff, contributes to the development and review of clinical, discipline-specific and inter-disciplinary policies and procedures, and assists in planning and implementing relevant activities, projects and professional development activities that contribute to the strategic plan and unmet needs.
  - 2.6 Deals appropriately with patient, resident and staff feedback.
  - 2.7 Liaises with, and seeks supervision from, the appropriate AHP staff member or Senior AHA.
  - 2.8 Integrates knowledge from professional development into the development and implementation of practice and program initiatives.
  - 2.9 Contributes to the planning and implementation of relevant activities, projects and professional development activities.
  - 2.10 Contributes to and demonstrates accountability in the development of individual, service, campus, Allied Health and Cabrini Annual Quality and Business Plans.
  - 2.11 Actively contributes to preparation for and achievement of Accreditation Standards and leads aspects of preparation as directed.
  - 2.12 Demonstrates a clear understanding of the strategic direction of Cabrini and its Mission, Vision and Values, as well as a grasp of the broad issues within the private health system.
  - 2.13 As appropriate, assists in facilitating the process of change within the Service/Program.

- 2.14 Initiates and organises staffing, programs and projects, as delegated within role by Senior AHA or relevant AHP.
- 2.15 Assists with administrative duties as requested by the supervising AHA, AHP or Service Manager.
- 2.16 Complies with all Cabrini and Allied Health Policies, Procedures and Guidelines.

### **3. Resource Management**

#### **Participates in the efficient management of all available resources, and in opportunities to improve revenue and ensure services are efficient.**

- 3.1 As delegated, ensures the provision of clinical services within budgetary constraints and is responsive to the needs of Cabrini.
- 3.2 Actively participates & contributes in opportunities to develop services that increase revenue potential as appropriate.
- 3.3 Consults the supervising AHA/Allied Health Senior Clinician (as per PD)/Allied Health Service Manager in all decisions relating to allocation of financial resources in regard to practice and projects.
- 3.4 Utilises and reports on agreed Key Performance Indicators to demonstrate effectiveness, efficiency, and consumer and staff satisfaction and consumer participation.
- 3.5 Assists in opportunities to develop services that increase revenue potential.
- 3.6 Consults the supervising AHA or Allied Health Clinical Senior in all decisions relating to spending of financial resources as above.

### **4. Teamwork**

#### **Contributes to a work environment which enhances partnership, teamwork and co-operation.**

- 4.1 Ensures good communication, effective relationships and teamwork between peers and other clinical staff and services.
- 4.2 With support, effectively negotiates conflict resolution, including using management 'by fact' principles in problem solving.
- 4.3 Supports AHAs and AHA students to deliver effective and evidence-based practice and services as required.
- 4.4 Participates and provides assistance to others in prioritisation and completion of tasks, including timely response to referrals, completion of statistics and projects as required.
- 4.5 Attendance at and contributes to staff meetings, including the identification of achievements, staff attendance, relevant issues and unmet needs.

### **5. Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

## **6. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

## **7. Child Safety**

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

## **Organisational and External Relationships**

### **Organisational Relationships**

The Grade 2 AHA reports to the Allied Health Team Leader/relevant discipline specific Senior AHP and will:

- Be accountable to the relevant Allied Health Team Leader/Allied Health Clinical Senior/Allied Health Manager for the provision of clinical services and administration roles as delegated.
- Maintain positive and effective working relationships with other Allied Health professional staff and Managers, medical and nursing staff.
- Be aware of the relevant organisational structure.

### **External Relationships**

- Works collaboratively as required with discipline-specific services of other relevant organisations in establishing effective relationships.
- Contributes to effective relationships with the community and the health care industry.
- Participates as required in relevant industry forums that promote networking and foster collaborative relationships.

- Contributes, as appropriate, to collaborative relationships with Vocational Education & Training organisations to support teaching and training opportunities.

### **Committee Membership**

As directed by the Allied Health Department Manager.

### **Staff Development**

**Demonstrates a commitment to the personal and professional development of self and staff.**

- Demonstrates and contributes to a culture of learning and continuous development within the discipline-specific specialty.
- Contributes to a clinical professional development program as required.
- Demonstrates strong professional competency and assists in the formulation of professional goals and objectives.
- Develops an annual performance agreement with the appropriate senior staff member, which includes agreed targets based on the duties and responsibilities in this position description.
- Acts as a role model to staff by demonstrating a strong commitment to professional development to ensure currency of integrated clinical knowledge.
- Contributes to a learning culture within the discipline-specific & stream specialty.
- Liaises and seeks supervision from the supervisor with respect to own performance, professional development and expectations.

### **Key Performance Indicators and Key Competencies**

#### **Key Performance Indicators**

- The percentage of patient attributable (direct and indirect) clinical work will depend on the discipline specific requirements and corresponding role. Key performance indicators in regard to minimum daily & weekly patient contacts will be determined and communicated by the clinical senior & outlined clearly in relevant key performance indicators.
- Work to implement therapeutic and related activities, including maintenance of appropriate documentation, ongoing treatment and co-ordination of care (with predetermined goals set by the Allied Health Professional.)
- Identify client circumstances that need additional input from the Allied Health Professional, including suggestions as to appropriate interventions.
- Compliance with Allied Health Triage Policy in response time to referrals, as specific to departmental indicators.
- Meet all other Services and relevant Allied Health Key Performance Indicators and demonstrates compliance with Services policies and guidelines.
- Undertakes regular professional mentoring with the Supervisor and/or as required by the profession.
- Ability to organise own workload and set work priorities within the program established by the AHP.
- Assist in the supervision of the work being performed by Grade 1 AHAs.
- In the absence of clearly prescribed parameters of practice being established, the Grade 2 AHA needs to liaise closely with the Allied Health Team Leader or relevant Senior Allied Health Professional in regard to activities and tasks.

- Undertakes self-learning and ongoing professional development relevant to area of work.
- Ensures computer skills are updated as required (e.g. therapy tools and administrative programmes).

## **Key Competencies**

### **Essential Minimum Requirements**

- Formal qualifications of at least Certificate III AHA level from a Registered Training Organisation or its equivalent.
- Where available, eligible for membership of the relevant Professional Organisation, for example an AHA member of the Australian Physiotherapy Association.

### **Personal Abilities**

- A consolidated foundation of interpersonal, communication and relationship development skills in all professional domains of practice and at all levels of the organisation.
- Demonstrated capacity to contribute to a positive and compassionate organizational culture.
- Demonstrated ability to consult and collaborate with others and work as an effective and positive member of a team to deliver organisational outcomes.
- Demonstrated flexibility, innovation, creativity and optimism.
- Demonstrated ability to develop rapport with patients, residents, carers and family.
- Demonstrated basic understanding of, and capacity to deliver, a high-quality patient, carer and family experience and service.
- Demonstrated ability to support and develop staff.
- Demonstrated ability to utilise evidence-based practices in therapy.
- Demonstrated ability to perform effectively under pressure and to prioritise workloads in discussion with the AHP.
- Strong organisational and time management skills.
- Ability to manage change constructively.
- Work at all times in demonstration and mindfulness of the Cabrini Values & Behaviours that Matter.

### **Experience**

- Experience in a range of administrative and relevant clinical practice and key support areas.
- Experience in relevant aspects of client care including team work, problem solving and communication.
- Experience and proficiency in computer skills and developing resources.

### **Knowledge**

- Knowledge of the Cabrini Mission, Vision and Values & Behaviors that Matter.
- Knowledge of relevant aspects of clients care.
- Knowledge of the importance of and ability to seek evidence based practice.
- Knowledge and understanding of the theoretical principles of the work undertaken.
- Knowledge of the scenarios on which consultation & communication with an AHP is required in respect to patient care.
- Thorough understanding of professional accountability and professional standards of practice.
- An understanding of the operation and functioning of a multidisciplinary team.

### **Desirable**

- Previous experience in Grade 2 AHA role.
- Experience in relevant quality activities and project/change implementation.
- Experience in teaching and training of own discipline.
- Knowledge of the factors affecting the profession locally and on a broader level.

## **Conditions of Employment**

Salary and conditions in accordance with the Cabrini Contract of Employment.

## **Cabrini Mission, Values and Vision**

### **Our mission**

#### **WHO WE ARE**

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

#### **WHAT WE BELIEVE**

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

#### **WHAT WE DO**

We provide excellence in all of our services and work to identify and meet unmet need.

### **Our values**

***Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.***

#### **Compassion**

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

#### **Integrity**

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

## Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

## Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

## Behaviours that matter

***Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

### We are committed to safety and quality:

| Behaviours that matter   | Unacceptable behaviours  |
|--|--|
| We put patient/resident safety first                                   | We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents |
| We ask questions to understand the problem                             | We jump to conclusions and look for someone to blame   |
| We admit when we make a mistake and seek a solution                    | We try to cover up or make excuses for mistakes  |
| We look for opportunities to improve our care and services             | We resist or sabotage change   |
| We speak up when we see behaviour that is inconsistent with our values | We encourage or participate in poor behaviour  |

**We are here to provide service:**

| <b>Behaviours that matter</b>                             | <b>Unacceptable behaviours</b>             |
|---|--|
| We greet everyone warmly                                  | We are rude or discourteous                |
| We are always kind and caring                             | We are arrogant or demeaning               |
| We give our full attention to the person speaking to us   | We are distracted, impatient or dismissive |
| We communicate openly, sensitively and in a timely manner | We are dominating, abrupt or sarcastic     |

**We work together to achieve the best outcome:**

| <b>Behaviours that matter</b>                                      | <b>Unacceptable behaviours</b>  |
|--|---|
| We are quick to offer help without waiting to be asked             | We refuse to help even when it is clearly required                    |
| We share information readily to promote the best care and services | We withhold information or are competitive to the detriment of others |
| We do as we say we will  | We are unreliable or inconsistent                                     |
| We encourage and support each other                                | We berate or humiliate others   |
| We give praise for a job well done                                 | We are excessively critical or devalue the contributions of others    |

**We exhibit a positive attitude:**

| <b>Behaviours that matter</b>                  | <b>Unacceptable behaviours</b>                              |
|--|---|
| We approach our day with energy and enthusiasm | We are negative or apathetic                                |
| We look for the best in people                 | We are judgemental and put others down                      |
| We take pride in our personal appearance       | We look dishevelled, dirty or have offensive personal odour |

**We want to build a just and sustainable community:**

| <b>Behaviours that matter</b>                     | <b>Unacceptable behaviours</b>    |
|---|-----------------------------------|
| We treat each other fairly                        | We are hostile or abuse our power |
| We use our resources responsibly                  | We are wasteful or extravagant    |
| We consider the environmental impact of all we do | We are thoughtless or careless    |

**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*

**I certify that this position description is an accurate description of the responsibilities assigned to the role**

**Authorised:** \_\_\_\_\_  
**Executive Director**

\_\_\_\_\_  
**Date**