

POSITION DESCRIPTION

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1 - POSITION DETAILS

Position Title	Allied Health Assistant Coordinator
Position Number	PH-AH-AHAC-00001
Enterprise Agreement / Award	Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement 2018-2022
Employment Status	Permanent Full Time
Classification Level / Grade	Allied Health Assistant Grade 3
Service Area	Primary Health
Team	Allied Health
Location	Parkdale, Chelsea and Clarinda
Line Manager	Senior Clinician, Allied Health

2 – ABOUT US

CBCHS is a for-cause, not-for-profit organisation providing a wide range of allied health, dental, child development, disability and aged care services to more than 15,000 clients every year in and around the City of Kingston. Many of our clients are differently abled, socially isolated, financially disadvantaged or exposed to other socio-economic vulnerabilities. Our head office is in Parkdale with programs and services also offered at Chelsea, Clarinda, Mentone, Cheltenham, Clayton and Edithvale.

We are a values driven organisation with a reputation for service innovation and quality. We are a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

Please visit our website for more information www.cbchs.org.au

3 - POSITION PURPOSE

The Allied Health Assistant (AHA) Coordinator coordinates AHA-approved health and wellbeing activities across Primary Health. Working closely with Allied Health Senior Clinicians and the Manager Allied Health, this position supports the provision of high-quality, effective and efficient services across CBCHS sites.

The AHA Coordinator works as a member of the Allied Health team, adopting a focus on providing person-centred, holistic and goal directed care that promotes clients' wellness and active participation in decisions about their care. The role includes oversight and coordination of AHA team activities, as well as the effective delivery of health interventions to clients in group and individual settings, operating within a supervision and delegation framework.



4 – KEY RESPONSIBILITIES

Clinical/Professional expertise

- Deliver safe, effective health and wellbeing interventions to CBCHS target populations (individuals and groups), working within a supervision and delegation framework;
- Demonstrate and maintain contemporary knowledge of AHA practices across health service settings;
- Coordinate AHA student placements and actively participate in student teaching;
- Manage the workload of the AHAs across CBCHS sites by working with Senior Clinicians and other Allied Health staff to develop and maintain effective systems of rostering;
- Coordinate implementation of the AHA team work plan, ensuring that annual business goals and activity targets set by the Manager Allied Health are met;
- Effectively deliver clinical and operational supervision to AHAs within the CBCHS team;
- Manage an inventory system that maintains equipment and stock effectively and to agreed levels;
- Manage the preparation, distribution and collation of group evaluations for program participants;
- Maintain appropriate records and reports and adhere to the administrative procedures of the service;
- Work with the Manager Allied Health and Senior Clinicians to identify opportunities to expand the clinical profile of the AHA team;
- Support the development of AHA competency packages;
- Work with the Manager Allied Health and Senior Clinicians to ensure AHAs are working within their agreed scope of practice;
- Participate in clinical supervision and further education as appropriate to duties.

Measurement and Reporting

- Support members of the AHA team with timely recording of client contacts and completion of all data requirements;
- Maintain accurate program and statistical records in accordance with CBCHS policies and procedures;
- Work with the Manager Allied Health to identify areas for improvement in the management of data entry and reporting;
- Manage client case ratios effectively to ensure that caseloads are met;
- Contribute to the effective functioning of the service by ensuring that accurate and appropriate documentation of client information, statistics and educational material is maintained. This includes maintaining relevant databases.

Coordination and Team Responsibilities

- Coordinate AHA activities by developing a team roster that effectively allocates team members across services to ensure optimal service delivery and coverage during times of leave;
- Work collaboratively with the Manager Allied Health to maximise workforce efficiency and meet service demands;
- Oversee day-to-day functioning of the AHA team, including: management of timesheets, leave planning, and cover arrangements for unplanned leave;
- Coordinate and support AHA team meetings and professional development in consultation with the Manager Allied Health;
- Undertake annual performance appraisals with AHA team members;



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- Act as a change champion and support the implementation of service improvement activities as directed by Manager Allied Health;
- Raise workforce, operational and service concerns (including risks) in a timely manner and work with Manager Allied Health to develop appropriate solutions;
- Support Manager Allied Health to appropriately investigate and respond to incidents and complaints within work area;
- Participate in designated meetings as requested, both internal and external;
- Actively participate and contribute to the ongoing development of effective working relationships with internal and external stakeholders;
- Support and coordinate AHA trainee activities, including orientation of new staff;
- Liaise with other community services and professional staff to promote cooperative professional relationships;
- Support the development of client pathways across CBCHS and partner agencies by actively maintaining a database of local community service providers;
- Undertake other relevant duties, projects and initiatives, which are consistent with skill, competency and training.

Quality

- Assist and participate in the development and implementation of quality initiatives in relation to health promotion and organisational initiatives.

5 – ORGANISATIONAL VALUES

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

Respect

For each individual, families and for the diverse cultures within our communities.

Empowerment

As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.

Collaboration

With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

Quality

In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

Transparency

In how we operate, particularly in how we make decisions and communicate.

6 – ORGANISATIONAL RESPONSIBILITIES

All employees are required to participate in organisational initiatives, including OHS, HR, Risk, Quality, Facilities & Learning and Development.

OHS

Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported



immediately, and as required employees participate in or support consultative structures including the OHS Committee.

Continuous Quality Improvement

Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

Duty of Care

Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

Code of Conduct

Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

Community Participation

Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.

7 – WORKING RELATIONSHIPS

Internal working relationships include:

- Manager Allied Health;
- Senior Clinicians in Allied Health and other disciplines;
- Manager Child Development Services;
- Allied Health Assistant Team;
- General Manager Primary Health;
- Other CBCHS employees.

External working relationships include:

- Clients and service users of CBCHS;
- City of Kingston;
- Other organisations and agencies;
- Community groups and local networks.



8 – KEY SELECTION CRITERIA

Qualifications & Experience

- Certificate 4 in Allied Health Assistance or equivalent.

Knowledge & Skills

- Demonstrated experience in coordinating team activities, negotiating workloads and balancing competing demands in a health service environment;
- In-depth understanding of the DHHS supervision and delegation framework for allied health assistants;
- Demonstrated knowledge of data requirements, management systems and reporting;
- Demonstrated knowledge and or experience in Allied Health and Primary Care;
- Excellent ability to organise and proactively self-manage to meet annual performance targets and service initiatives as directed by the Department of Health and CBCHS;
- Well-developed verbal & written communication skills with the ability to explain concepts in an accessible manner;
- Strong negotiation skills and a demonstrated commitment to achieving 'win-win' outcomes;
- Demonstrated ability to build strong peer and stakeholder relationships including the ability to gain positive outcomes for people from a diverse range of cultures and backgrounds;
- Demonstrated problem solving skills with the ability to develop responses to new / recurring issues based on knowledge and expertise and an accurate appraisal of facts, causes, assumptions, and different points of view;
- Proven ability to work collaboratively with the work team to achieve work plans and goals;
- Highly developed skills in liaison and working with a wide variety of services in the community;
- Demonstrated ability to be flexible and adaptable to changing priorities and objectives;
- Strong demonstrated computer literacy skills in Microsoft products (Word, Excel, Outlook, PowerPoint) and the use of various databases (eg: TRAK);
- Current Victorian drivers licence.

Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check – both National and International where applicable
- Disability Worker Exclusion Scheme (DWES) check – safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL). The DWEL includes names of persons unsuitable for employment within an NDIS Provider.
- Disability Code of Conduct Acknowledgement – if applicable
- CBCHS Child Safe Code of Conduct Acknowledgement
- Working with Children Check if applicable
- Professional Registrations if applicable
- All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian Visa that will legally enable them to fulfil the obligations of the contract of employment.



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9 - AUTHORISATION

CEO	Name	Deb Stuart
	Date	
	Signature	

Employee	Name	
	Date	
	Signature	

