

POSITION DESCRIPTION

Position Title:	Allied Health Assistant
Business Unit/Department:	Emergency Department & Short Stay Unit
Division:	Western Health at Home
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 3 (IN30)
Reports To:	Allied Health Professional Grade 2/3
Direct Reports:	N/A
Date Prepared/Updated:	7 January 2026

Position Purpose

The Allied Health Assistant working under the supervision and guidance of an Allied Health professional is required to assist with provision of quality, evidence based, patient centred care, in partnership with patients and their significant others. Allied Health Assistants are required to provide best care through use of competent clinical skills, effective communication and active participation within the Allied Health discipline/service and multidisciplinary team.

Grade 3 Allied Health Assistants are able to work with minimum supervision to implement therapeutic treatments and related activities for patients in accordance with care plans, seeking input from Allied Health Professionals as required. In addition, if required Grade 3 Allied Health Assistants can assist in the supervision of Grade 1 and 2 Allied Health Assistants and students.

This Allied Health Assistant (AHA) role operates within a defined scope of practice and involves delivering safe, evidence-based, person-centred care under the supervision of an allied health professional. The role supports patients admitted to the Short Stay Unit and Emergency Department, with a focus on interventions that reduce functional decline in older adults presenting to ED. The AHA will work closely with the Emergency Department Transdisciplinary Care Coordination team; who are experienced allied health clinicians that are upskilled in targeted interventions across occupational therapy, physiotherapy, and social work. The team works collaboratively to prevent avoidable admissions, support ED staff, promote patient behavioural change, optimise community management, and identify complex patients early to improve outcomes and reduce re-presentations.

Business Unit Overview

The Operations Directorate is one of the largest and most complex directorates within Western Health providing Western Health's patient care and contacts. These services range from outpatients to inpatients, theatres to Intensive Care, birthing rooms and Emergency Departments and many more services.

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The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care. Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease. The division's medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab at Home, GEM at Home, Community Based Transition Care Program and Dialysis at Home, which deliver healthcare that would otherwise be provided within an inpatient setting. Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

Allied Health provides a range of evidence based, client centred, specialist services at Western Health, across the care continuum, from admission within the emergency department through to discharge in the community. These services work across the spectrum of life, from neonates to the elderly. The predominant focus of Allied Health is the return and optimisation of an individual's function, and wellbeing, from both physical and psycho-social perspectives. Activity is aligned with Western Health's Best Care Model and CARES values. Allied Health involvement is pivotal to efficient and effective multidisciplinary team functions, discharge planning and patient centred care. Western Health employs a range of Allied Health disciplines, each with unique specialist tertiary training and skills, including:

- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy
- Pastoral Services
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards
- Maintain registration and report any changes or limitations on practice if applicable
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Deliver high quality person centred, interprofessional care in line with the "Best Care" framework
- Prepare for patient intervention and provide individual therapeutic treatment following prescribed programs/treatment for common conditions in accordance with clinical guidance under the direction of the supervising allied health professional
- Perform evidence based clinical services using a person centred approach under the direction of the supervising allied health professional

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- Identify social and emotional wellbeing needs of patients and raise these with the supervising allied health professional so that appropriate referrals and/or care plans can be developed
- Independently deliver prescribed health maintenance and health promotion programs
- Independently identify contradictions of treatment and significant issues that need to be brought to the attention of the supervising allied health professional to ensure the provision of safe care
- Demonstrate organisational skills and efficient time management to appropriately prioritise and complete workload
- Contribute to the evaluation of guidelines in immediate work area
- Respond where issues are within their level of responsibility, or able to raise issues with their supervising allied health professional
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with consumers, other staff and service providers
- Consult with supervising allied health professional when dealing with difficult situations
- Demonstrate knowledge of resources relevant to work area
- Actively participate in regular clinical supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Promotes high standards of care with their colleagues, and coach and mentor colleagues to develop these skills
- Attend and participate at relevant team/service meetings in relation to patient care
- Demonstrate flexibility/respondiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities
- Participate in relevant working groups and meetings as requested
- Have a clear understanding of the service, the allied health professional role and allied health assistant role within the service
- Where designated, take lead or a support role in student education that is timely, flexible and responsible
- Participate in learning that will enhance personal knowledge and continuing professional development
- Ensure that workload statistics, and other required information is entered in a timely and accurate manner, in accordance with area guidelines

In addition to the key responsibilities specific to your role, you are required to deliver on the [WH AH Capability Framework](#) and the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Allied health professional supervisor
- Allied health professionals within clinical area
- Clinical area senior clinician and/or site coordination as appropriate
- Allied Health Assistants within the organisation
- Other staff within area of work

External:

- Clients and their family/carers
- Service providers and other agencies as appropriate

Selection Criteria

Essential:

- Allied Health Assistant Certificate IV or other appropriate qualification, as specified within the employment agreement
- Computer literacy

Desirable:

- Victorian Driver's Licence

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Desirable Personal Attributes:

- Self-motivated
- Compassionate and empathetic approach
- Open to new ideas
- Timely informed decision making
- People orientated
- Confidence in own ability
- Builds rapport
- Adaptable, flexible and persistent as required
- Takes direction
- Resilience
- Positive outlook

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

General Information

- Redeployment to other services within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity.
- Western Health provides support to all personnel experiencing family and domestic violence.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all

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responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.

- Western Health is a smoke free environment.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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