

POSITION DESCRIPTION

Position Title:	Allied Health Assistant
Business Unit/Department:	Specialised Rehabilitation Program
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:	Specialised Rehabilitation Program Manager
Direct Reports:	NA
Date Prepared/Updated:	10 June 2026

Position Purpose

The Specialised Rehabilitation Program (SRP) provides comprehensive, collaborative and coordinated multidisciplinary rehabilitation services that are time limited. Rehabilitation is delivered according to a care plan that is based on goals developed with a person and their carer(s).

The Allied Health Assistant (AHA) 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. AHA's 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. This may include progressing therapeutic interventions, conducting comprehensive screening, triaging AHA referrals and assisting in the design of scripted patient education. In addition, Grade 3 Allied Health Assistants can assist with the orientation and supervision of Grade 1 and 2 Allied Health Assistants and students including monitoring and reviewing competencies, overseeing workloads and coordinating AHA team meetings.

This position will be appointed to SRP with the potential to work in other team within the Western Health at Home Division as required. At times, flexibility of caseload may be required which may result in working at different WH sites.

The Grade 3 AHA will work with the aquatic Physiotherapist in monitoring the hydrotherapy pool plant room and escalating any issues related to pool water quality within scope. The AHA will train staff in pool chemical management and be one of the trainers in pool rescue training for Physiotherapy and AHAs.

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Working alongside the aquatic Physiotherapist, the Grade 3 AHA will continue to develop the Aquatic Physiotherapy service and ensure appropriate policies and procedures are in place. The role may also be involved in the creation of these policies.

Business Unit Overview

Division

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 divisions 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, Rehabilitation at Home, GEM at Home, Rapid Allied Health, 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.

Specialised Rehabilitation Program

Specialised Rehabilitation Program (SRP) aims to assist clients and their carers to reach their maximum potential and independence through the provision of multidisciplinary rehabilitation. Clients are provided with an individualised, short-term, goal-orientated therapy program which emphasises self-management and education. Sessions are conducted in the centre, at home and/or via Telehealth.

Division of Allied Health

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 psychosocial 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, and Speech Pathology.

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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 (as required) 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
- Demonstrate independent clinical reasoning and clinical competencies, including expertise in use of relevant assessment tools, treatment methods, and case management skills
- Demonstrate developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Perform evidence based clinical services using a person-centred approach in the development of an appropriate treatment plan
- Assist with development and evaluation of procedures and guidelines
- Participate in planning for clinical services for the team
- Identify solutions to problems within the service and seek advice for complex matters
- Participate and represent the service (in consultation with senior staff) at relevant committees, working groups and meetings as requested.
- Provide information and education about the service and professional role within the service
- Attend and participate at relevant team/service meetings
- Where designated, provide high quality clinical supervision to junior staff and students that is timely, flexible and responsible
- Conduct or contribute to feedback to staff on their performance including performance development planning where relevant
- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential
- Participate in the development, organisation and delivery of education programs for Western Health staff, external service providers and the community
- Participate in research/evaluation and ongoing service review
- Ensure that workload statistics, and other required information is entered in a timely and accurate manner
- Perform other duties as directed
- Demonstrate effective negotiation skills and conflict resolution when dealing with difficult situations
- 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
- Demonstrate knowledge of resources relevant to work area and act as a resource person for other team members
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities

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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:**
- Manager- SRP
 - Senior Clinician – Aquatic Therapy
 - 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
 - Minimum of three years of experience (full time equivalent) as a Grade 2 AHA
 - Experience in orienting and supervising Grade 1 or 2 AHAs and students
 - Computer literacy
 - Ability to work within scope of practice guidelines but also able to demonstrate initiative
 - Excellent communication, interpersonal and organisational skills
 - Confidence in a water-based environment (Hydrotherapy pool)
 - Victorian Driver's Licence
- Desirable**
- Skills in pool rescue or contact rescue such as Bronze medallion
- 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

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- 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), 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 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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