

POSITION DESCRIPTION

Position Title:	Allied Health Assistant Grade 3
Business Unit/Department:	Community Based Transition Care Program
Division:	Western Health at Home
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers
Classification:	IN30
Reports To:	Community Based Transition Care Program Service Manager & Grade 2 and 3 Allied Health Clinician (OT/PT)
Direct Reports:	Grade 2 Allied Health Assistants and Allied Health Assistant Students
Date Prepared/Updated:	June 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 and treatment 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 position will be appointed to the Community Based Transition Care Program (TCP) with potential to work in other Western Health at Home teams as required. At times, flexibility of caseload may be required which may result in working at different Western Health sites. Western Health's Community Based TCP program works across the entire Western Health geographic catchment and provides care and therapy in patients' home and their community setting.

The Western Health Community Based TCP is goal oriented, time-limited and targets older people at the conclusion of a hospital episode who have been identified as requiring low-level therapy in their own home. Specifically, the program allows time, resources and support in a non-hospital environment for patients to complete the restorative process, optimise functional capacity and finalise and access longer-term care arrangements, thus reducing the risk of representation or premature admission into residential aged care.

The aim of the Community Based TCP program is:

- Promote and support safe and early discharge from inpatient settings
- Reduce length of stay of patients in both the acute and subacute settings
- Maximise patient outcomes in their own home, reducing falls, frailty and improving cognition
- Promote independence and optimising daily occupational functions
- Improve the patient experience

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Support safe and sustainable discharge plans

Business Unit Overview

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, 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.

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights' and "Aged Care Statement of 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, inter-professional 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
- 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

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- 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/responsiveness 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
- Provide support and clinical supervision to other Allied Assistants where required.
- 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 Community Based TCP
- Community Based TCP team interdisciplinary team
- Service Managers, Community Based TCP
- Service Managers, Nurse Unit Managers and Team Leaders Western Health at Home
- Operations Manager, Community Based TCP
- Operations Managers Western Health at Home
- Occupational Therapy staff across the network
- Physiotherapy staff across the network
- Manger, Occupational Therapy
- Manager, Physiotherapy and Exercise Physiology
- Allied Health Assistants and other Allied Health staff across the network
- Relevant Western Health units, wards, services, health professionals

External

- Clients and their family/carers
- Community health providers
- External agencies as required

Selection Criteria

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment

Essential

- Allied Health Assistant Certificate IV or other appropriate qualification, as specified within the employment agreement
- Previous experience caring / managing aged care patients or patients with complex comorbidities
- Computer literacy
- Hold a current Victorian drivers licence

Desirable-

- An understanding of how to access / refer to relevant WH and external community services

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

NB- Due to ongoing service development and innovation there is potential for the roles and responsibilities attached to this role to change and the incumbent may need to flex or rotate to other AHA roles within the Western Health at Home Division as required.

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
- 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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
-

General Information

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Redeployment to other services or sites 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
- 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: _____

Employee's Signature: _____ Date: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment