

POSITION DESCRIPTION

Position Title:	Allied Health Assistant
Business Unit/Department:	Sub-Acute at Home
Division:	Western Health at Home
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 (IN29)
Reports To:	Service Manager – Emergency Department Care Coordination, Rapid Allied Health at Psychology at Home Teams; Grade 2 Physiotherapist/Occupational Therapist; Grade 3 Allied Health Assistant
Direct Reports:	N/A
Date Prepared/Updated:	23 July 2026

Position Purpose

The Allied Health Assistant (AHA), working under the direction of an Allied Health professional, is responsible for assisting in the provision of high-quality, evidence-based, and patient-centred care. The AHA delivers care in partnership with patients and their significant others, utilising competent clinical skills, effective communication, and active participation within the Allied Health service and broader multidisciplinary team.

This position is primarily based within the Rapid Allied Health (RAH) service; however, the AHA will also work across the continuum of care within the Western Health at Home division as directed based on clinical need and priority. This includes, but is not limited to, Emergency Department Care Coordination, Acute Aged Care at Home, GEM at Home, Rehabilitation at Home, Specialised Rehabilitation Programs, and the Community-Based Transition Care Program. The AHA will be required to work across multiple Western Health campuses in accordance with service needs and demand, however, will primarily be based at Sunshine and Footscray Hospitals.

The Rapid Allied Health (RAH) service aims to prevent avoidable presentations to ED and hospital by providing a rapid response and short-term Allied Health Intervention. The RAH service focuses on addressing a client's immediate safety and functional concerns. Patients may receive allied health input whilst awaiting mainstream services through internal or external community health services, or where short-term input will avoid the need for referral to mainstream services. Physiotherapy, Occupational Therapy and Social Work can be provided. RAH also offers post-acute care type services for clients residing within Brimbank, Hobsons Bay, Wyndham, Maribyrnong and Melton areas.

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,

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pharmacy, and 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'
- 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 assistance with therapy sessions under the direction of the supervising allied health professional
- Demonstrate organisational skills and efficient time management to appropriately prioritise and complete workload
- Perform evidence based clinical services using a person-centred approach under the direction of the supervising allied health professional
- 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
- 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

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- Where designated, take 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 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 professionals and supervisor
- Western Health at Home clinicians and staff
- Western Health at Home Service Managers
- Other staff as relevant to the area of work
- Allied health assistant staff

External:

- Clients, family and carers
- Service providers and other agencies as appropriate

Selection Criteria

Essential:

- Allied Health Assistant Certificate III or other appropriate qualification, as specified within the employment agreement
- A current Victorian Driver's Licence
- Excellent organisational and time management skills
- Demonstrated understanding of manual handling risk reduction
- Computer literacy

Desirable:

- Experience working in community settings

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

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- 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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: _____

Employee's Signature: _____ Date: _____

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