

## POSITION DESCRIPTION

<b>Position Title:</b>	Allied Health Assistant
<b>Department:</b>	LifeWorks, Ryde
<b>Location:</b>	Royal Rehab Ryde, NSW and/or other Sydney Metropolitan areas.

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category A
Online Driving Record Check required:	Yes
NDIS worker check	Yes

Position Purpose:
<p>Allied Health Assistant is a key member of the LifeWorks team providing high quality support to a multi-disciplinary team. The position is responsible for the set-up support, implementation of therapy interventions overseen by the team, practical support and equipment management for LifeWorks. While predominantly working on- site, allied health assistant interventions provided by LifeWorks can occur:</p> <p>In the client's own home</p> <ul style="list-style-type: none"> <li>• In a range of Royal Rehab supported accommodation houses or facilities or other supported accommodation services</li> <li>• Onsite at Royal Rehab, Ryde and also in Royal Rehab's hydrotherapy pool</li> <li>• In a community location relevant to the client's goals, e.g. gym, shopping centre.</li> </ul> <p>The position will be working in a therapy service with opportunities to an integral part of the new therapy service which incorporates technology and innovation to optimise the effectiveness of therapy interventions. This may include, but not be limited to, robotic exoskeletons, body weight support systems, robotic end effector systems and virtual reality.</p>

Organisation Context:
<p>Royal Rehab is a health and disability provider and has been delivering high quality services for people living with disability, their families, and carers for more than 120 years.</p> <p>Royal Rehab encompasses of the below:</p> <ul style="list-style-type: none"> <li>• Royal Rehab Hospital inclusive of specialised brain and spinal injury public inpatient rehabilitation units and community based services</li> <li>• Royal Rehab Private Hospital, including Day Rehab Programs</li> <li>• Metro Rehab Hospital, including Day Rehab Programs</li> <li>• Community Rehabilitation Services -TRANSPAC, home based rehab and public outpatients</li> <li>• LifeWorks- fee for service community and outpatients rehab and therapy</li> <li>• Sargood on Collaroy (Spinal Resort)</li> </ul>

- Disability Supports & Accommodation
- BreakThru

Royal Rehab LifeWorks is an umbrella service that provides allied health services for people with a disability in a setting that suits their needs. This can be onsite at Royal Rehab, Ryde and/or in the community. Services under this program include:

- Single disciplinary and multi-disciplinary therapy and capacity building services aimed at achieving client goals.
- Driving assessment and training services.
- Psychosexual counselling and therapy services for people with a disability.

Programs are typically funded by NDIS, icare and other compensable schemes, though clients can self-fund

### Organisational Relationships:

<b>Reports to:</b>	Clinical Operations Manager, LifeWorks Program Coordinator, LifeWorks
<b>Responsible for:</b>	N/A

### Performance Review & Development Planning:

Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

### Qualifications, Skills & Experience:

#### Essential

- Cert IV in Allied Health Assistance (or equivalent)
- Experience working with people with physical and neurological disabilities
- Excellent communication skills, both written and verbal
- Excellent teamwork, time management and self-organisational skills
- Ability to swim confidently
- Current C class unrestricted drivers' licence/ access to own vehicle
- Computer literacy including demonstrated competence using Microsoft Word, email and Internet

#### Desirable

- Knowledge or experience of aquatic physiotherapy programs
- Interest or knowledge about the use of technology in therapeutic interventions
- Ability to cycle confidently and willingness to engage in physical activities in line with clients (e.g. tennis, fishing)
- Ability to independently implement treatment programs with individual clients and within a group setting
- Knowledge of disability specific or adaptive equipment

### Key Internal & External Relationships:

Internal	General Manager-Ryde, Director of Allied Health, Clinical Operations Manager, Physiotherapy Professional Leader, Senior Physiotherapist, LifeWorks MDT, colleagues across Royal Rehab
External	Clients and their relatives / carers, Equipment suppliers, Insurance companies, Lifetime Care and Support, National Disability Insurance Scheme, External case managers and support coordinators, External care agencies, GPs, Colleagues in other health facilities/services

Delegations/Authority	
Budget	N/A
Financial Delegations	N/A

Key Responsibility Areas	
Key Area of Accountability	Specific Tasks and Responsibilities
Clinical	<ul style="list-style-type: none"> <li>Implement individual and group therapy programs, following written/verbal instructions</li> <li>Assist with aquatic physiotherapy sessions, including getting into the hydrotherapy pool</li> <li>Assist with walking and transferring clients</li> <li>Assist with clients in the recreational pursuits, including cycling and fishing amongst others</li> <li>Documentation and completion of statistics as per Royal Rehab policy</li> <li>Report changes in client's condition and incidents to clinician immediately</li> <li>Under the direction of allied health staff, undertake designated tasks associated with the therapy, care and wellbeing of clients</li> <li>Does not make clinical assessment of clinical judgment in this role; however the AHA will recognise a change in client function and status and the possible impact on the planned program.</li> <li>Communicate effectively, with cultural sensitivity and confidentiality with clients</li> <li>Communicate client performance in activities to therapists (and other team members as appropriate)</li> </ul>
Clinical Support	<ul style="list-style-type: none"> <li>Tidy and clean therapy areas according to infection control guidelines</li> <li>Re-set technology equipment to be ready for the next client</li> <li>Support clinicians with varied assessments</li> <li>Monitor equipment and stock, reporting back to clinician</li> <li>Complete admin duties as requested by clinician</li> <li>Assist with transferring, positioning and mobilising of clients as per manual handling policies</li> </ul>
Equipment	<ul style="list-style-type: none"> <li>Monitor equipment in the clinic, hydrotherapy pool and cycling hub – liaise with recreational therapists and AT technology leader to ensure the safe storage and use of equipment</li> <li>Prepare equipment for individual client use, within therapists' guidelines</li> <li>Report breakages or dangerous situations.</li> <li>Maintain storage areas, equipment and general stock levels.</li> </ul>

Administration	<ul style="list-style-type: none"> <li>• Perform administrative duties as required by the service/staff including photocopying, filing and computer tasks</li> <li>• Follow scheduling procedures for all client appointments</li> <li>• Maintain privacy and confidentiality</li> <li>• Work flexibly and independently with variations in work demands</li> <li>• Maintain a safe environment by observing Royal Rehab policies and procedures, including all OH&amp;S, manual handling, infection control, safety and emergency procedures as outlined in the Centre Manual</li> <li>• Participate in the accreditation process and quality assurance programs</li> <li>• Maintain and increase skills and knowledge by attending in-service programs and relevant seminars/courses</li> <li>• Maintain accurate statistics of daily duties within required timeframes</li> <li>• Attend unit meetings and provide input into the ongoing development of the service</li> <li>• Any other duties as directed by the Clinical Operations Manager</li> </ul>

<b>GENERAL RESPONSIBILITIES</b>	
<b>Work Health and Safety</b>	
<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> <li>• Ensure that all potential hazards, accidents and incidents are identified and notified</li> <li>• Ensure your own safety and that of others</li> </ul>	
<b>Equity and Zero Tolerance to Bullying, Harassment and Discrimination</b>	
<p>Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab it is your responsibility to:</p> <ul style="list-style-type: none"> <li>• Deal with others in a fair and equitable manner free from harassment and discrimination</li> <li>• Ensure that a working environment free from sexual or any other harassment is recognised as a basic right</li> </ul>	
<b>Principles of Multiculturalism</b>	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> <li>• Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language</li> <li>• Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required</li> <li>• Abide by the principles of the Multiculturalism Act 2000</li> <li>• Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility</li> </ul>	
<b>Code of Conduct</b>	
<p>Royal Rehab requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> <li>• Demonstrates respect for the right of the individual and the community</li> <li>• Promotes and maintains public confidence and trust in the work of the Centre</li> </ul>	

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

### **Safety & Continuous Quality Improvement**

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

### **Organisational Values**

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

#### **Honesty: We conduct ourselves with truth, openness and integrity.**

I will:

- Be sincere and genuine with all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

#### **Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.**

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

#### **Working Together: We work as a team to achieve shared goals.**

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

#### **Innovative Thinking: We embrace a culture of creativity to find the best solutions.**

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

### **Environmental Policy and Waste Minimisation**

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

### **Smoke Free Policy**

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

**Royal Rehab Policies and Procedures**

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

**Job Demands Checklist**
**Frequency Definitions**

<b>O</b> = Occasional	Activity exists up to 1/3 of the time when performing the task
<b>F</b> = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
<b>C</b> = Constant	Activity exists more than 2/3 of the time when performing the task
<b>R</b> = Repetitive	Activity involves repetitive movement
<b>NA</b>	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery		✓			
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting			✓		
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist		✓			
Standing	Tasks involve standing in an upright position without moving about	✓				
Driving	Tasks involve operating any motor powered vehicle		✓			
Sitting	Tasks involve remaining in a seated position during task performance		✓			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	✓				
Walking/running	Tasks involve walking or running on even surfaces				✓	
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects	✓				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	✓				
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground	✓				
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands		✓			
	1) Light lifting/carrying 0-9kg		✓			
	2) Moderate lifting/carrying 10-15kg		✓			
	3) Heavy lifting/carrying 16+kg	✓				
Restraining	Tasks involve restraining clients/clients, others	✓				

Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking				✓	
Grasping	Tasks involve gripping, holding, clasping with fingers or hands		✓			
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing		✓			
<b>Sensory Demands</b>	<b>Description</b>					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations		✓			
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance				✓	
<b>Psychological Demands</b>	<b>Description</b>					
	Tasks involve interacting with distressed people		✓			
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited	✓				
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
<b>Exposure to Chemicals</b>	<b>Description</b>					
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis	✓				
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
<b>Working Environment</b>	<b>Description</b>					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight					✓
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces					✓
<b>Accident Risk</b>	<b>Description</b>					
Surfaces	Tasks involve working on slippery or uneven surfaces		✓			
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping	✓				
Heights	Tasks involve working at heights	✓				
Manual handling	Tasks involve manual handling			✓		
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:	✓				
	1) Light	✓				
	2) Heavy					✓
	3) Portable	✓				
Biological hazards	Tasks involve working with blood, blood products/body fluids	✓				

Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from site to site	✓				
Personal protective equipment	Tasks involve use of Personal Protective Equipment	✓				
Safety critical issues	Tasks involve responsibility for safety of others				✓	

Document Control (Hiring Manager use only)	
Effective Date: 23 <sup>rd</sup> August, 2022	Authorised By: Kylie Chambers, Clinical Operations Manager

**Acknowledgement:**

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

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 Name

 \_\_\_\_\_  
 Signature

 \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
 Date