



POSITION DESCRIPTION

POSITION DETAILS			
PD Number	PD0091		
POSITION TITLE:	Allied Health Assistant		
REPORTS TO:	Team Leader- Allied Health		
DIRECT REPORTS:	0		
GRADE	Health Professional and Support Services Award		
HOURS:	As per contract		
BUSINESS UNIT/LOCATION	Illawarra		
ROLE PURPOSE	This position supports the Allied Health Professionals to deliver occupational therapy and exercise physiology services multicultural seniors including those under the Commonwealth Home Support Program (CHSP) and to those in receipt of a Home Care Package with the aim of improving the health and wellbeing of consumers to live safely and independently at home.		
KPI's	Sustainability	<ul style="list-style-type: none"> CHSP program operates to contracted output levels 	>90% achieved
	Community Reach	<ul style="list-style-type: none"> No. of CHSP clients who move to packages and choose MCCI 	>80%
	Consumer Satisfaction & Impact	<ul style="list-style-type: none"> Overall consumer satisfaction Consumer health & wellbeing improved 	>85% >85%
	People & Culture:	<ul style="list-style-type: none"> Understanding of own role Confidence in supervisor 	100%
	Service Delivery & Quality	<ul style="list-style-type: none"> Client files are up to date Compliance with Aged Care Quality Standards, CHSP guidelines, HCP manual and MCCI policy and procedure 	100% 100%

POSITION TASKS AND RESPONSIBILITIES
<p>The employee's responsibilities include but are not limited to:</p> <p>Sustainability</p> <ul style="list-style-type: none"> Collect client attendance records and fee contributions as per operational procedures.

- Plan and deliver activities within allocated budget.
- Build and maintain positive working relationships with service users, participants, and carers.
- Develop and operationalise service-system efficiencies, in conjunction with the Team Leader
- Work as part of a team to help promote MCCI's services to CALD communities, consumers, and carers

Community Reach

- Identify clients in need of additional assistance or services, and work with Care Services team members to refer clients for appropriate supports.
- Support CHSP clients who require Home Care Package Services with information and referral to My Aged Care
- Support initiatives across MCCI to increase the number of clients participating in the program.
- Disseminate relevant information resources to achieve program aims

Consumer Satisfaction and Impact

- Provide an efficient, high level of customer service for actual and potential clients and referrers.
- Ensure efficient and effective client intake in line with client needs and guidelines.
- Ensure that all services are delivered in accordance with consumer's support plans
- Work actively with AHP's and Team Leader to monitor feedback and customer satisfaction.
- Assist with transportation of clients to attend appointments as required.

People and Culture

- Maintaining a commitment to ongoing personal development and education
- Contribute to a cohesive high performance team environment and positive workplace culture.
- Develop and maintain effective relationships with internal stakeholders
- Attendance at regular staff & team meetings as required
- Implement strategies to ensure a safe work environment and work according to MCCI's WHS safety procedures
- Perform any other required duties as instructed by the Care Services Manager or MCCI CEO

Service Delivery and Quality

- Assist with documentation of service provision in the client's record and communicate client progress to relevant team members in line with record keeping requirements.
- Deliver programs, designed by and under the supervision of allied health professionals, within individual or group settings.
- Provide information, education and training to clients, their families/carers, to assist in the delivery of their individual support plan
- Assist with maintaining equipment including cleaning, stock take, ordering of and storage.
- Prepare treatment rooms for use by Allied Health Professionals.
- Identify and assist in the implementation of system improvements
- Handle complaints and incidents in line with MCCI policy.
- Participate in internal audits, quality reviews and accreditations
- Ensure that services are implemented in accordance with MCCI policy and procedures

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<ul style="list-style-type: none"> • Provide prompt and accurate responses to all enquiries and requests from management, staff, clients, carers, funding bodies and other relevant stakeholders 	
Role requirements	
Values and Behaviours	<p>SUPPORT</p> <ul style="list-style-type: none"> • Consumer partnership at the centre of our work. • Supporting our colleagues to grow in skills and confidence. <p>TEAMWORK</p> <ul style="list-style-type: none"> • Quality improvement and good information management underpinning our work • Collaborating and working effectively together on our team’s goals. <p>TRUST</p> <ul style="list-style-type: none"> • Building confidence with our community, consumers and carers. • Acting in accordance with MCCI’s values and purpose always. <p>SHARE</p> <ul style="list-style-type: none"> • Empowering consumers to make good decisions for their wellbeing. • Together pursuing ideas, innovations improvements to the way we work.
Underlying characteristics	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent time management and the ability to handle multiple tasks simultaneously in a fast paced environment. • Ability to demonstrate the highest level of customer service and response. • Ability to use judgement, initiative and common sense when performing duties. • Team-player with the ability to also be extremely effective independently • Demonstrates attention to detail, accuracy and thoroughness in work produced. • Ability to take instruction and follow directions • Excellent computer skills
Experience Requirements	<ul style="list-style-type: none"> • Demonstrated strong interest in allied health for aged care. • Experience working with client management systems, including data management and reporting. • Experience in working with minimal supervision with agreed objectives. • An understanding of the process of running a group exercise program.
Qualification Requirements	<ul style="list-style-type: none"> • Certificate IV in Allied Health or equivalent
Licence/s & Checks	<ul style="list-style-type: none"> • Current unrestricted Driver’s License. • Willingness to undertake Police Check • Eligibility to work in Australia. • Current WWVP card (ACT only) • Up to date with COVID19 vaccination

Employee’s Signature: _____ Date: _____

CEO’s Signature: _____ Date: _____

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