



**ALLIED HEALTH ASSISTANTS**

**TRANSLATION GUIDE**

*Resources*

## PREAMBLE

The *South Australian Modern Public Sector Enterprise Agreement: Salaried 2017* introduces the classification stream of Allied Health Assistant into the Public Sector to provide clear definitions and a career pathway for staff who work to assist allied health professionals (AHPs) in the provision of therapy services.

This documentation is to be used in conjunction with the Allied Health Assistants Translation Guide by Local Health Networks (LHNs) in applying the work level descriptions to current employees from other classifications that will be transitioning to the Allied Health Assistant (AHA) classification stream, and for future recruitment to AHA roles.

## CONTENTS

Allied Health Assistant Example Role Descriptions.....	2
Allied Health Assistant Level 1.....	3
Allied Health Assistant Level 2.....	11
Allied Health Assistant Level 3.....	18
Allied Health Assistant Level 4.....	26
Allied Health Assistant Progression Assessment Form .....	344

### Allied Health Assistant Example Role Descriptions

Some aspects of the following Role Descriptions are provided to assist hiring managers to develop specific and consistent role descriptions for AHAs working in their areas. Some aspects of these given role descriptions may vary depending on the needs of the LHN and service requirements. If there is doubt as to what to include in a role description, please refer to the work level definitions in the *South Australian Modern Public Sector Enterprise Agreement: Salaried 2017* (hereby referred to as the 2017 EA) Appendix 10, and the detail regarding these as provided in the Allied Health Assistants Translation Guideline.

Role descriptions are provided for AHA-1 as a “training” entry level role with the understanding that the incumbent will move to AHA-2 upon successful completion of Certificate 3 in Allied Health Assistance, or after 6 months of employment (to satisfactory competency level of the employer), whichever is sooner. Any AHA-1 classification level role description must be accompanied by the relevant AHA-2 level description that the AHA-1 worker will be expected to move up into at the conclusion of 6 months employment or attainment of Certificate 3 in AHA, whichever is sooner (and if no performance management processes are underway at that time).

# Allied Health Assistant Level 1



Government of South Australia  
SA Health

## ROLE DESCRIPTION

<b>Role Title:</b>	Allied Health Assistant
<b>Classification Code:</b>	AHA-1
<b>LHN/ HN/ SAAS/ DHA:</b>	
<b>Hospital/ Service/ Cluster</b>	
<b>Division:</b>	
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

**DELETE ALL AREAS IN YELLOW ONCE COMPLETED.**

## ROLE CONTEXT

### Primary Objective(s) of role:

- > Provide assistance and support to the **insert discipline** team in the delivery of allied health services to patients/clients of the **insert ward/unit/facility**, under the supervision of an allied health professional.
- > The Allied Health Assistant (AHA) level 1 role is primarily a role defined to enable training in the AHA work with the view of progression to AHA level 2 upon successful completion of either Certificate 3 in Allied Health Assistance, or at the end of 6 months continuous employment, whichever is sooner and on the understanding that the incumbent is not subject to any performance management processes at that time.

### Key Relationships/ Interactions:

(Describe contact, frequency and purpose. Main contacts only both internal and external which includes roles/ committees/ working parties/ project teams or organisations. Clearly and briefly illustrate difficulty and/or significance of communication).

Internal

>

External

>

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Busy workload within different health care environments
- > Requirement to undertake specific training relevant to the role and achieve competencies to enable progression to AHA-2 classification
- > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour
- > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<p>1. Assistance with patient care activities under direct supervision of AHP staff</p>	<p>Duties pertaining to an AHA-1 are required to be clearly and specifically directed by the supervising AHP, and operation against clearly demarcated work instructions is required</p> <p>Duties may include, but not necessarily be limited to (depending on service requirements and or AHP supervision format):</p> <ul style="list-style-type: none"> <li>&gt; Assisting specific components of the AHP’s work that can be determined safe and effective for the AHA-1 to complete/participate in where that work is clearly directed and according to specific instructions and without need for adaptation or change to a clinical presentation</li> <li>&gt; Monitoring patient response to therapies and reporting to the supervising AHP</li> <li>&gt; Assisting patient transport to/from AHP therapy/intervention</li> <li>&gt; Assisting patient preparation for therapy and at the conclusion of therapy</li> <li>&gt; Assisting patient in personal care needs to maintain privacy, cleanliness and dignity before, during and after therapy interventions</li> <li>&gt; Assisting with patient movement and/or physical tasks as part of a directed therapy intervention</li> <li>&gt; Providing chaperone for therapy interventions where a patient requests stand-by chaperone and is agreeable to the AHA acting in that role.</li> </ul>

2. Administrative tasks associated with AHP clinical work	<ul style="list-style-type: none"> <li>&gt; Maintaining therapy related databases and patient documentation under the explicit direction of the supervising AHP</li> <li>&gt; Administrative tasks directly related to a patient intervention or episode of care (as distinct from administration specific roles)</li> </ul>
3. Compliance with workplace Health and Safety requirements	<ul style="list-style-type: none"> <li>&gt; Participating and engaging in workplace health and safety procedures</li> <li>&gt; Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling, and maintenance of patient/client confidentiality</li> <li>&gt; Assist in manufacturing, repairing and maintaining clinical and patient equipment and associated records</li> </ul>
4. Actively work towards progression to AHP-2 classification	<ul style="list-style-type: none"> <li>&gt; Achieve satisfactory performance of all AHA-1 tasks and under direct AHP supervision, and work towards competency in all tasks as required by the workplace AHA-2 role description, and/or complete Allied Health Assistant Certificate level 3 to enable progression to AHA-2 classification</li> </ul> <p style="background-color: yellow;">Hiring manager may provide AHA-2 role description in conjunction with the AHA-1 role description as a guide for tasks required at the AHA-2 level upon successful AHA-1 reclassification at 6 months after commencement in the AHA-1 role, or sooner upon completion of AHA certificate 3</p>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS** (Those characteristics considered absolutely necessary)

- > Nil – must be eligible to undertake Allied Health Assistance Certificate Level 3 training

### **Educational/Vocational Qualifications**

- > Working towards completion of Certificate 3 in Allied Health Assistance

### **Personal Abilities/Aptitudes/Skills:**

- > Aptitude for work in a healthcare environment
- > Ability to work under close supervision and direction from Allied Health Professionals
- > Ability to attend to routine work on a daily basis
- > Ability to use documented resources such as policies and procedures and work instructions to enable safe work practices
- > Ability to communicate effectively with people from a variety of cultural and linguistic backgrounds and experiences
- > Sound written communication skills
- > Ability to work in a physically demanding environment to assist patient therapy and / or handling of patient related equipment and devices

### **Experience**

- > Experience working in a service environment

## Knowledge

- > Knowledge of the role of Allied Health Assistants in the **insert LHN** workplace
- > Knowledge of working within boundaries of patient confidentiality and ethical practice

## **DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

### Educational/Vocational Qualifications

- > Certificate 1 or Certificate 2 in Allied Health Assistance
- > Other relevant community, lifestyle, health certificate level training

### Personal Abilities/Aptitudes/Skills:

- > Willingness to learn new skills and develop areas of practice under the guidance of supervising AHP and staff
- > Ability to work under direction and close supervision
- > Eligible and willing to complete Certificate 3 in Allied Health Assistance

### Experience

- > Experience in an Allied Health Assistant role
- > Experience working in a health-care setting
- > Experience in manual handling for patients and/or patient related equipment and devices

### Knowledge

- > Working knowledge of Work health and Safety practices
- > Knowledge of sound manual handling principles and techniques

### Special Conditions:

*The majority of information in this section will be standard, however there may be some variation between specific positions e.g. if an incumbent requires an unrestricted drivers licence to travel, work a 24-7 roster etc. Any additions to this section to be approved by HR.*

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

### Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

**Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

**Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

**SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

**Health Network/ Division/ Department:**

.....

*(In one paragraph describe the role of the Division/ Branch/Unit/ Team relevant to the role.)*

## Values



## SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

## Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date:

### Version control and change history

Version	Date from	Date to	Amendment
---------	-----------	---------	-----------

V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17		Minor formatting with order of information amended.

DRAFT

## Allied Health Assistant Level 2



Government of South Australia  
SA Health

### ROLE DESCRIPTION

<b>Role Title:</b>	Allied Health Assistant Level 2
<b>Classification Code:</b>	AHA-2
<b>LHN/ HN/ SAAS/ DHA:</b>	
<b>Hospital/ Service/ Cluster</b>	
<b>Division:</b>	
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

**DELETE ALL AREAS IN YELLOW ONCE COMPLETED.**

### ROLE CONTEXT

#### Primary Objective(s) of role:

- > Provide assistance and support to the **insert discipline** team in the delivery of allied health services to patients/clients of the **insert ward/unit/facility**, under the supervision of an allied health professional.

#### Key Relationships/ Interactions:

(Describe contact, frequency and purpose. Main contacts only both internal and external which includes roles/ committees/ working parties/ project teams or organisations. Clearly and briefly illustrate difficulty and/or significance of communication).

Internal

- > Interact with the Allied Health Team in the course of performing the duties of the AHA role

External

- > Work with patients/carers/families as may be required by the role under the direction of the supervising AHP

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time
- > Ability to assist with diverse activities and key accountabilities requiring the ability to work as a member of a team across a number of allied health professionals
- > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour
- > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

**Key Result Area and Responsibilities**

(NO MORE THAN 8, group into major areas of responsibility/activity and list in descending order of importance. Verbs, what is done and why it is done.)

Key Result Areas	Major Responsibilities
<p>1. Assistance with patient care activities under direct supervision of AHP staff</p>	<p>Duties pertaining to an AHA-2 are required to be clearly and specifically directed by the supervising AHP, and operation against clearly demarcated work instructions is required                      Duties may include, but not necessarily be limited to (depending on service requirements and or AHP supervision format):</p> <ul style="list-style-type: none"> <li>&gt; Monitoring patient response to therapies and reporting to the supervising AHP</li> <li>&gt; Assisting patient transport to/from AHP therapy/intervention</li> <li>&gt; Assisting patient preparation for therapy and at the conclusion of therapy</li> <li>&gt; Assisting patient in personal care needs to maintain privacy, cleanliness and dignity before, during and after therapy interventions</li> <li>&gt; Assisting with patient movement and/or physical tasks as part of a directed therapy intervention</li> <li>&gt; Providing chaperone for therapy interventions where a patient requests stand-by chaperone and is agreeable to the AHA acting in that role.</li> <li>&gt; Apply screening assessments, treatments and use standardised assessment tools to initiate changes to treatments under the direction of AHP staff</li> <li>&gt; Provide basic education to patients/groups of patients as directed by AHP staff on discreet topics</li> </ul>

2. Administrative tasks associated with AHP clinical work	<ul style="list-style-type: none"> <li>&gt; Accurately maintain therapy related databases and patient documentation under the explicit direction of the supervising AHP</li> <li>&gt; Administrative tasks directly related to a patient intervention or episode of care (as distinct from administration specific roles)</li> </ul>
3. Compliance with workplace Health and Safety requirements	<ul style="list-style-type: none"> <li>&gt; Participating and engaging in workplace health and safety procedures</li> <li>&gt; Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling, and maintenance of patient/client confidentiality</li> <li>&gt; Assist in manufacturing, repairing and maintaining clinical and patient equipment and associated records</li> </ul>
4. Lead group interventions	<ul style="list-style-type: none"> <li>&gt; Under instruction from AHP therapist, lead group based therapy for relevant patients</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS** (Those characteristics considered absolutely necessary)

- > Nil – must be eligible to undertake Allied Health Assistance Certificate Level 3 training

### **Educational/Vocational Qualifications**

- > Eligible and willing to complete Certificate 3 in Allied Health Assistance

### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated aptitude for work in a healthcare environment
- > Ability to work under close supervision and direction from Allied Health Professionals
- > Ability to attend to routine work on a daily basis
- > Ability to use documented resources such as policies and procedures and work instructions to enable safe work practices
- > Sound communication and interpersonal skills – able to demonstrate the ability to work with people from a variety of cultural and linguistically diverse backgrounds
- > Ability to work in a physically demanding environment to assist patient therapy and / or handling of patient related equipment and devices
- > Capacity to work flexibly across a range of therapeutic and program related activities

### **Experience**

- > Experience working in a service environment

### **Knowledge**

- > Knowledge of the role of Allied Health Assistants in the **insert LHN** workplace
- > Knowledge of working within boundaries of patient confidentiality and ethical practice

**DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

**Educational/Vocational Qualifications**

- > Other relevant community, lifestyle, health certificate level training

**Personal Abilities/Aptitudes/Skills:**

- > Willingness to learn new skills and develop areas of practice under the guidance of supervising AHP and staff

**Experience**

- > Experience in an Allied Health Assistant role
- > Experience working in a health-care setting
- > Experience in manual handling for patients and/or patient related equipment and devices

**Knowledge**

- > Working knowledge of Work health and Safety practices
- > Knowledge of sound manual handling principles and techniques

**Special Conditions:**

*The majority of information in this section will be standard, however there may be some variation between specific positions e.g. if an incumbent requires an unrestricted drivers licence to travel, work a 24-7 roster etc. Any additions to this section to be approved by HR.*

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children’s Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History ‘child-related’ employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for ‘Prescribed Positions’ under the *Children’s Protection Act 1993* or ‘Approved Aged Care Provider Positions’ as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant *WHS Defined Officers* must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.

- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children’s Protection Act 1993 (Cth) – ‘Notification of Abuse or Neglect’.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

#### **Performance Development**

The incumbent will be required to participate in the organisation’s Performance Review & Development Program which will include a regular review of the incumbent’s performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

#### **Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

#### **White Ribbon:**

SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

**Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

**Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

**SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

**Health Network/ Division/ Department:**

.....

*(In one paragraph describe the role of the Division/ Branch/Unit/ Team relevant to the role.)*

## Values

**SA Health Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.



- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17		Minor formatting with order of information amended.

## Allied Health Assistant Level 3



Government of South Australia  
SA Health

### ROLE DESCRIPTION

<b>Role Title:</b>	Allied Health Assistant Level 3
<b>Classification Code:</b>	AHA-3
<b>LHN/ HN/ SAAS/ DHA:</b>	
<b>Hospital/ Service/ Cluster</b>	
<b>Division:</b>	
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

**DELETE ALL AREAS IN YELLOW ONCE COMPLETED.**

### ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>&gt; Provide assistance and support to the <b>insert discipline</b> team in the delivery of allied health services to patients/clients of the <b>insert ward/unit/facility</b>, under the supervision of an allied health professional.</p>

<b>Key Relationships/ Interactions:</b>
---

(Describe contact, frequency and purpose. Main contacts only both internal and external which includes roles/ committees/ working parties/ project teams or organisations. Clearly and briefly illustrate difficulty and/or significance of communication).

Internal

- > Interact with the Allied Health Team in the course of performing the duties of the AHA role

External

- > Work with patients/carers/families as may be required by the role under the direction of the supervising AHP

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time
- > Ability to assist with diverse activities and key accountabilities requiring the ability to work as a member of a team across a number of allied health professionals
- > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour
- > Working with patients in individual or group settings with complex care needs
- > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

**Key Result Area and Responsibilities**

(NO MORE THAN 8, group into major areas of responsibility/activity and list in descending order of importance. Verbs, what is done and why it is done.)

Key Result Areas	Major Responsibilities
<p>1. Assistance with patient care activities under direct supervision of AHP staff</p>	<p>Duties pertaining to an AHA-3 are required to be clearly and specifically directed by the supervising AHP, and operation against clearly demarcated work instructions is required            Duties may include, but not necessarily be limited to (depending on service requirements and or AHP supervision format):</p> <ul style="list-style-type: none"> <li>&gt; Applying a range of specialised clinical screenings and patient treatments, under the direction of the supervising AHP, to patients with complex needs</li> <li>&gt; Monitoring patient response to therapies and reporting to the supervising AHP</li> <li>&gt; Assisting patient transport to/from AHP therapy/intervention</li> <li>&gt; Assisting patient preparation for therapy and at the conclusion of therapy</li> <li>&gt; Assisting patient in personal care needs to maintain privacy, cleanliness and dignity before, during and after therapy interventions</li> <li>&gt; Assisting with patient movement and/or physical tasks as part of a directed therapy intervention</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Providing chaperone for therapy interventions where a patient requests stand-by chaperone and is agreeable to the AHA acting in that role.</li> <li>&gt; Provide comprehensive education to patients/groups of patients as directed by AHP staff on a defined range of topics</li> </ul>
2. Administrative tasks associated with AHP clinical work	<ul style="list-style-type: none"> <li>&gt; Accurately maintain therapy related databases and patient documentation under the explicit direction of the supervising AHP</li> <li>&gt; Administrative tasks directly related to a patient intervention or episode of care (as distinct from administration specific roles)</li> </ul>
3. Compliance with workplace Health and Safety requirements	<ul style="list-style-type: none"> <li>&gt; Participating and engaging in workplace health and safety procedures</li> <li>&gt; Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling, and maintenance of patient/client confidentiality</li> <li>&gt; Assist in manufacturing, repairing and maintaining clinical and patient equipment and associated records</li> </ul>
4. Lead group interventions	<ul style="list-style-type: none"> <li>&gt; Under instruction from AHP therapist, lead group based therapy and or education sessions for patients with diverse and complex needs</li> </ul>
5. Assist training of other AHA staff	<ul style="list-style-type: none"> <li>&gt; Assist in supervising and training AHA-1 and AHA-2 staff where suitable</li> <li>&gt; Assist AHA-1 and AHA-2 staff with management of workload and prioritisation where suitable</li> </ul>
6. Assist in the supervision of AHA certificate students	<ul style="list-style-type: none"> <li>&gt; Assist AHP staff in providing guidance and training to AHA certificate level students.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS** (Those characteristics considered absolutely necessary)

#### **Educational/Vocational Qualifications**

- > Certificate 4 in Allied Health Assistance, or equivalent

#### **Personal Abilities/Aptitudes/Skills:**

- > Clear aptitude for working in a healthcare setting and with people from a variety of cultural and linguistically diverse backgrounds
- > Ability to work under general direction and direct or remote supervision from Allied Health Professionals
- > Ability to adapt to changing needs of the workplace on a daily basis
- > High level communication and interpersonal skills –demonstrate ability to work with people from a variety of cultural and linguistically diverse backgrounds
- > Ability to problem solve through use of policies, guidelines and procedures relevant to the role
- > Sound time management, organisational and communication skills
- > Ability to work in a physically demanding environment to assist patient therapy and / or handling of patient related equipment and devices

#### **Experience**

- > Experience working in a service environment

### Knowledge

- > Knowledge of the role of Allied Health Assistants in the **insert LHN** workplace
- > Knowledge of working within boundaries of patient confidentiality and ethical practice

### **DESIRABLE CHARACTERISTICS** (To distinguish between applicants who have met all essential requirements)

#### Educational/Vocational Qualifications

- > Relevant community, lifestyle, health certificate level training

#### Personal Abilities/Aptitudes/Skills:

- > Willingness to learn new skills and develop areas of practice under the guidance of supervising AHP staff

#### Experience

- > Experience in an Allied Health Assistant role
- > Experience working in a health-care setting
- > Experience in manual handling for patients and/or patient related equipment and devices

#### Knowledge

- > Working knowledge of Work health and Safety practices
- > Knowledge of sound manual handling principles and techniques

#### Special Conditions:

*The majority of information in this section will be standard, however there may be some variation between specific positions e.g. if an incumbent requires an unrestricted drivers licence to travel, work a 24-7 roster etc. Any additions to this section to be approved by HR.*

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

### Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

**Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

**Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women’s and Children’s Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

**SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian’s have access to the best available health care in hospitals, health care centres and through GPs and other providers.

**Health Network/ Division/ Department:**

.....

*(In one paragraph describe the role of the Division/ Branch/Unit/ Team relevant to the role.)*

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.



## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17		Minor formatting with order of information amended.

## Allied Health Assistant Level 4



Government of South Australia  
SA Health

### ROLE DESCRIPTION

<b>Role Title:</b>	Allied Health Assistant Level 4
<b>Classification Code:</b>	AHA-4
<b>LHN/ HN/ SAAS/ DHA:</b>	
<b>Hospital/ Service/ Cluster</b>	
<b>Division:</b>	
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

**DELETE ALL AREAS IN YELLOW ONCE COMPLETED.**

### ROLE CONTEXT

#### Primary Objective(s) of role:

- > Provide assistance and support to the **insert discipline** team in the delivery of allied health services to patients/clients of the **insert ward/unit/facility**, under the supervision of an allied health professional.

**Key Relationships/ Interactions:**

(Describe contact, frequency and purpose. Main contacts only both internal and external which includes roles/ committees/ working parties/ project teams or organisations. Clearly and briefly illustrate difficulty and/or significance of communication).

Internal

- > Interact with the Allied Health Team in the course of performing the duties of the AHA role

External

- > Work with patients/carers/families as may be required by the role under the direction of the supervising AHP

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time
- > Ability to assist with diverse activities and key accountabilities requiring the ability to work as a member of a team across a number of allied health professionals
- > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour
- > Working with patients in individual or group settings with complex care needs
- > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

**Key Result Area and Responsibilities**

(NO MORE THAN 8, group into major areas of responsibility/activity and list in descending order of importance. Verbs, what is done and why it is done.)

Key Result Areas	Major Responsibilities
1. Assistance with patient care activities applying specialised skills and knowledge, under direct supervision of AHP staff	Duties pertaining to an AHA-4 are required to be clearly and specifically directed by the supervising AHP, and operation against clearly demarcated work instructions is required Duties may include, but not necessarily be limited to (depending on service requirements and or AHP supervision format): <ul style="list-style-type: none"><li>&gt; Applying a range of specialised clinical screenings and treatments to patients with complex needs to initiate changes to treatments under the direction of AHP staff</li><li>&gt; Monitoring patient response to therapies and reporting to the supervising AHP</li><li>&gt; Assisting patient transport to/from AHP therapy/intervention</li><li>&gt; Assisting patient preparation for therapy and at the conclusion of therapy</li><li>&gt; Assisting patient in personal care needs to maintain privacy, cleanliness and dignity before, during and after therapy interventions</li></ul>

	<ul style="list-style-type: none"> <li>&gt; Assisting with patient movement and/or physical tasks as part of a directed therapy intervention</li> <li>&gt; Providing chaperone for therapy interventions where a patient requests stand-by chaperone and is agreeable to the AHA acting in that role.</li> <li>&gt; Provide comprehensive education to patients/groups of patients as directed by AHP staff on a defined range of topics</li> </ul>
2. Administrative tasks associated with AHP clinical work	<ul style="list-style-type: none"> <li>&gt; Maintaining therapy related databases and patient documentation under the explicit direction of the supervising AHP</li> <li>&gt; Administrative tasks directly related to a patient intervention or episode of care (as distinct from administration specific roles)</li> <li>&gt; Contribute to development of specific discipline reports, recording of patient data, outcomes, incidents and documentation as required by the supervising AHP</li> </ul>
3. Compliance with workplace Health and Safety requirements	<ul style="list-style-type: none"> <li>&gt; Participating and engaging in workplace health and safety procedures</li> <li>&gt; Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling, and maintenance of patient/client confidentiality</li> <li>&gt; Assist in manufacturing, repairing and maintaining clinical and patient equipment and associated records</li> </ul>
4. Lead group interventions	<ul style="list-style-type: none"> <li>&gt; Under instruction from AHP therapist, lead group based therapy and or education sessions for patients with diverse and complex needs</li> </ul>
5. Assist training of other AHA staff	<ul style="list-style-type: none"> <li>&gt; Assist in supervising and training AHA-1, AHA-2 and AHA-3 staff where suitable</li> <li>&gt; Assist AHA-1, AHA-2 and AHA-3 staff with management of workload and prioritisation where suitable</li> </ul>
6. Work in an supervisory position	<ul style="list-style-type: none"> <li>&gt; work under general clinical direction and may provide supervision, coordination and leadership to a small team at a health site or within an equipment setting;</li> <li>&gt; Under AHP clinical guidance, design and develop specific purpose equipment and prosthetics</li> </ul>
7. Design and develop specific purpose equipment and prosthetics	<ul style="list-style-type: none"> <li>&gt; Supported by AHP staff may be required to design and manufacture specific patient equipment to meet therapy needs</li> </ul>

## Knowledge, Skills and Experience

*It is recommended that a **Maximum of 15 criteria only** (in total) be included in this section (ie the number of Essential and Desirable criteria combined should not exceed 15).*

### ESSENTIAL MINIMUM REQUIREMENTS

## **Educational/Vocational Qualifications**

- > Certificate 4 in Allied Health Assistance, or equivalent

## **Personal Abilities/Aptitudes/Skills:**

- > Clear aptitude for working in a healthcare setting and with people from a variety of cultural and linguistically diverse backgrounds
- > Ability to work under remote supervision and direction from Allied Health Professionals
- > Ability to adapt to changing needs of the workplace on a daily basis
- > High level communication and interpersonal skills – able to demonstrate the ability to work with people from a variety of cultural and linguistically diverse backgrounds
- > Ability to problem solve through use of policies, guidelines and procedures relevant to the role
- > Sound time management, organisational and communication skills
- > Ability to work in a physically demanding environment to assist patient therapy and / or handling of patient related equipment and devices

## **Experience**

- > Experience working in a healthcare setting

## **Knowledge**

- > Knowledge of the role of Allied Health Assistants in the **insert LHN** workplace
- > Knowledge of working within boundaries of patient confidentiality and ethical practice

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Relevant community, lifestyle, health certificate level training

### **Personal Abilities/Aptitudes/Skills:**

- > Willingness to learn new skills and develop areas of practice under the guidance of supervising AHP staff
- > Skills and abilities in application and maintenance of therapy equipment and prostheses

### **Experience**

- > Experience in an Allied Health Assistant role
- > Experience working in a health-care setting
- > Experience in manual handling for patients and/or patient related equipment and devices
- > Experience working in group therapy facilitation

### **Knowledge**

- > Working knowledge of Work health and Safety practices
- > Knowledge of sound manual handling principles and techniques

### Special Conditions:

*The majority of information in this section will be standard, however there may be some variation between specific positions e.g. if an incumbent requires an unrestricted drivers licence to travel, work a 24-7 roster etc. Any additions to this section to be approved by HR.*

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant *WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA)*, *facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

### **Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### **Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### **White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

### **Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## **Organisational Context**

### **Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### **Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

### **SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### **Health Network/ Division/ Department:**

.....

*(In one paragraph describe the role of the Division/ Branch/Unit/ Team relevant to the role.)*

## **Values**

### **SA Health Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### **Code of Ethics**

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.



## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17		Minor formatting with order of information amended.

## ALLIED HEALTH ASSISTANTS TRANSLATION GUIDE RESOURCES

### Allied Health Assistant Competency Assessment Form

This form has been developed to assist the manager to record performance of competency against the AHA 1 work level definitions provided in the *South Australian Modern Public Sector Enterprise Agreement: Salaried 2017* (hereby referred to as the 2017 EA) Appendix 10.

This form can be utilised where competency assessment has indicated unsatisfactory performance of the AHA 1 employee. This should result in the commencement of a work performance management plan with a scheduled review assessment. Progression to AHA 2 band will not occur until the employee is assessed to have satisfactory performance (in addition to either 6 months of tenure and/or attainment of a Certificate III in Allied Health Assistance).

DRAFT

## ALLIED HEALTH ASSISTANT AHA1: COMPETENCY ASSESSMENT

This report is to document assessment of competency, where it has been determined that an AHA-1 employee is not performing at a satisfactory level and therefore will not be automatically progressed to AHA-2 at this time. In the case where progression is not appropriate, the employee will enter a performance management plan based on competencies yet to be achieved to support future progression to AHA-2

### Employee Details

Surname:  Employee Number:

Given Name(s):  FTE:

Position No:  Contact Number:

Position Title:

Health Unit:

Position Status: Permanent  Temporary

### Manager or Professional Supervisor to Complete

*Insert employee name* has been assessed against the AHA-1 work level definitions to determine satisfactory performance.

This employee has achieved Certificate 3 in Allied Health Assistance

OR

Has worked in the AHA-1 position for a period of 6 months

### ASSESSMENT OF DEMONSTRATED ABILITIES

The AHA-1 employee:	Competency Achieved	Performance management plan requirements (N/A or detail)
1. Is able to work under close direction and clinical supervision of an Allied Health Professional (AHP)	Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/>	
2. Has successfully established work routines with limited scope for interpretation	Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/>	
3. Undertakes activities requiring basic allied health assistant practical skills and knowledge This may include: > Implementation and/or assistance with patient treatment interventions as directed by the AHP > Assist with patient movement > Preparation of equipment > Record client contact details > Maintain maintenance records	Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/>	

<ul style="list-style-type: none"> <li>&gt; Assist in manufacturing, repairing and maintaining clinical and patient equipment</li> </ul>		
<p><b>4. Compliance with workplace Health and Safety requirements</b></p> <ul style="list-style-type: none"> <li>&gt; Participating and engaging in workplace health and safety procedures</li> <li>&gt; Adhere to relevant WHS requirements including infection control and hand hygiene, reporting of incidents and near misses, safe operation of workplace equipment and manual handling, and maintenance of patient/client confidentiality</li> </ul>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Partial <input type="checkbox"/></p>	

Manager Comments including action plan:

Performance Management Plan initiated ---/---/----

Manager or Professional Supervisor's Signature:

Print Name:  Date:

Allied Health Assistant Signature:

Print Name:  Date:

**Review of Competency Assessment**

*This section to be completed by the manager upon completion of the performance management plan, when the employee is determined to have achieved satisfactory performance.*

Employee has achieved satisfactory performance in the AHA 1 role YES

**Progress employee to AHA-2 Classification** YES

Date of assessment to be applied to AHA-2 reclassification: \_\_\_/\_\_\_/\_\_\_

Manager or Professional Supervisor's Signature:

Print Name:  Date:

*Once complete, a copy of this form should be retained by both the employee and manager and a copy provided to HR for inclusion in the employee file.*