

Allied Health Assistant Service Innovation

Position Summary:

The Allied Health assistant role is responsible for providing relevant therapy services as well as assist allied health professionals, and innovative service delivery planning to a growing allied health team responsible for the management of new and existing MS Plus clients under the NDIS and other various funding streams. Allied Health Assistant will also provide service planning assistance, administrative tasks, and effective management of the day-to-day activities of the Relate team, an innovative human relation. This position reports directly to Allied Health team Leader.

- **Purpose** The Allied Health Assistant (AHA) works collaboratively with the Allied Health Professionals across all funding streams (i.e., HCP, NDIS, TAC, Workcover or private) to provide community-based/center-based client-centered services to consumers of MS Plus. AHA will have a clear scope of practice specific to their role. The role may also change depending on the needs of our clients and organisation. This role will also work with the Intake and assist in administration requirements as needed.
- **Responsible** for assisting All Allied Health Services ensuring participants are supported to meet their identified needs and goals.



Organisation Dimensions

Allied Health Team Leader

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Allied Health Assistant

Position Dimensions	
Budget (\$ value)	Delivering NDIS and all other funded allied health assistant service
Staff numbers	
Location/s	Blackburn/Footscray, Victoria
Other	

Key Responsibilities

Organisational and Administration Support	
Input the responsibilities that support the organisation in attaining the strategic, tactical or operational goals and the administrative responsibilities required	
Responsibilities	<ul style="list-style-type: none"> • Be responsible for efficient, evidence-based and outcomes focused clinical service delivery to a caseload of clients who are funded under various streams. • Assist allied health professionals in planning, preparing, implementation, evaluating and reviewing activities required for individual therapy, groups, and programs. • To support the allied health professionals, conduct home visits and carry out tasks as requested by clinicians for delivery, setting up and educating clients to use aids and equipment safely. • Conduct follow up phone calls to clients and other stakeholders in relation to their care plan/ treatment plan. • Other service delivery tasks as directed by the Allied Health Team Leader/Senior therapists • Identify and work collaboratively with a range of key stakeholders (internal and external) to develop rapport and grow the allied health service & other associated MS Plus programs/services • Undertake all administrative tasks relevant to program implementation including the development of new guidelines. • Be responsible for client outcomes, ensuring targets and financial requirements are met, and good external relationships are maintained • Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends, engaging in professional development opportunities, and participating in clinical supervision

- Ensure compliance with all relevant legislation, service standards and contractual obligations
- Undertake any reasonable additional tasks as directed by MS Plus

Other Duties

- Timely and clear written documentation of clients' treatment progress and goals using electronic client record management systems.
- Timely verbal or written handover to allied health professionals.
- Working with the Intake Team to assist with administration requirements.
- Maintaining clients' files.
- Monitoring, storing, cleaning, maintaining, and ordering supplies and equipment as directed.
- Support the allied health professionals with the supervision of allied health assistance students.

Quality and risk:

- Develop information and training resources for clients in conjunction with allied health professionals.
- Reporting incidents, feedback and complaints using MS plus process.
- Participating in other quality improvement activities as directed by the Allied Health Team Leader and allied health professionals

Relationship Management

Input responsibilities that relate to stakeholder engagement and relationships held both inside and outside the organisation. For example:

- Work with external partners and suppliers to ensure maximum value for money achieved
- Implement strategies to ensure seamless communication across the organisation

- Provide proactive and effective customer communication as well as developing relationships with service recipients/families.
- Work with internal and external service providers and suppliers to ensure maximum value for money is achieved – particularly around gym equipment purchase and maintenance.
- Implement strategies to ensure seamless communication across the organisation.
- Promote Allied Health service with all agencies and organisations that may benefit from the specialised service.
- Work as part of a multidisciplinary team in providing service and support to customers.

Values

- Actively support MS' purpose, value, service promise and strategic vision.
- Operate in line with MS' policies, procedure and practices.
- Promote and work within MS' Services Innovation delivery principles.
- Positively and constructively represent the organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour at all times.
- Ensure the health, safety and welfare of self, team members and others.
- Follow all reasonable directions given by the organization.
- Support and empower co-workers.
- Support, promote and show sensitivity to diversity in the workplace.
- Behaviour is in alignment with Culture, Service Promise & Foundation behaviours.

Position Requirements

Knowledge, Skills, and Experience

Essential
Certificate IV in Allied Health Assistance. Specialization in Occupational Therapy, Physiotherapy or Exercise physiology will be viewed favorably.
Occupational Therapy or Physiotherapy students currently in their second or third year of study are welcome to apply.
Current First Aid and CPR
Strong knowledge and understanding of the NDIS
Demonstrated ability to work in a multidisciplinary set up
Demonstrated experience in client centre care through effective assessment, care planning, case conferencing and review of clients
Highly developed written and verbal communication skills
Proven track record in creating efficiency and meeting targets
Desirable
Prior experience in disability under the NDIS
Knowledge and experience in assistive technology & group service delivery
Membership of relevant professional organisation
Experience is a start-up environment and being comfortable in a changing dynamic environment
Checks, Licenses and Registration
National Police check
Working with Children check
Disability Workers Exclusion scheme
Current full or probationary drivers license
Professional registration – AHPRA/ESSA/DA

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