

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Grade 3 Allied Health Assistant – Paediatrics
Business Unit/Division:	Allied Health
Award Agreement:	Health and Allied Services
Classification:	Grade 3 Allied Health Assistant
Employment Type:	Part time, Fixed term 10/11/2026- 1/4/27
Reports to:	Grade 2 Occupational Therapist Senior clinician Occupational Therapy Clinical Leader Occupational Therapy Associate director Occupational Therapy and Hand Therapy.
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

To provide quality patient care under the supervision of an Allied Health Professional (AHP) within the Paediatric Allied Health team at Craigieburn Centre. To carry out patient related support activities that promote client centred care and support clients with their goals as stated by the AHP. The role may include working with multiple allied health disciplines which may include Occupational Therapy, Physiotherapy, Speech Pathology and Dietetics. The role can include the provision of individual and group-based therapy to outpatients. The role will also include undertaking cleaning and maintenance of toys and equipment. This position is based at Craigieburn Centre.

As a member of Northern Health, the Allied Health assistant will be required to participate in regular supervision and be actively involved and contribute towards quality improvement projects. Staff will be required to be flexible to travel and work across various Northern Health campuses, programs and partner organisations to meet changing operational demands. Compliance with mandatory training is a requirement of this role. Failure to complete this training within required timeframes may result in a suspension of duties until training is completed.

This position is responsible for:

- Completion of required competencies, credentialing and professional development
- Supervise Allied Health Assistant students

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).

- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- Actively participates in assigned portfolios, working groups, committees, etc.
- Promotes a safe environment, eliminating harm to patients and staff
- Actively engages in the wider multidisciplinary team, promoting team work and respect
- Demonstrates positive role modelling on a day to day basis

Strategic and Project Management Leadership:

- Actively participates in quality improvement initiatives across Northern Health
- Actively engages consumers in service improvement activities as per the NH Consumer Participation and Patient Experience Framework
- Represents and advocates for allied health in all designated roles and responsibilities

Organisation-Wide Contribution:

- Supports the achievement of accreditation under the National Safety and Quality Health Care Standards
- Participates in local and organisational wide education, activities, initiatives
- Assume extra responsibilities as directed by the Clinical Leader and/or Associate Director of Allied Health – Occupational Therapy

Diversity and Inclusion:

- Conducts self in a way that is respectful of others
- Supports achievement of Northern Health's Cultural Responsiveness Plan
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity

Innovation and Culture Change:

- Actively engages in the organisational change process
- Promotes a culture of person-centred care
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure
- Displays an innovative mind-set
- Commitment to ongoing professional development

Role Responsibilities***Clinical Practice:***

- Demonstrate a patient centred focus in the provision of care.
- Implement safely and appropriately all interventions as directed by the supervising therapists e.g. exercise programs, functional activities, instruction on use of aids, nutritional supplements, communication and dysphagia therapy, and provide feedback to the relevant therapist on client care.
- Interventions (to be conducted under the direction of an AHP) may include:
 - Instruct and supervise patients and carers in the use of aids and appliances, including gait aids.
 - Conduct exercises to upper and lower limbs and trunk, as instructed by therapists, in both a group and individual therapy setting.
 - Conduct therapy sessions, including play and activities to facilitate development of milestones, including fine motor, gross motor and communication skills.
 - Monitor respiratory, oxygen saturation and heart rates pre and post exercise/ambulation.
 - Prepare and distribute patient education materials under supervision of AHP.
 - Provide clinical education handouts relating to play, self-care and productivity for children and families, in collaboration with AHP.
- Provide feedback to allied health staff and inter professional team regarding client progress and changes
- Conduct home visits under the direction of an AHP with the purpose of setting up and/or practicing with a piece of equipment, and/or following a treatment plan
- Book cars and interpreters to support clinical care as required
- Have the ability to independently identify issues that need to be brought to the attention of the relevant Allied Health professional to ensure safe care is provided, taking into consideration contraindications for treatment
- Identify social and emotional well-being of clients and raise these with the supervising AHP so that appropriate referrals and or care plans can be developed
- Review, monitor and modify treatment plans within the parameters defined by the therapist
- Communicate with the interdisciplinary team members to ensure coordinated and best practice care
- To pull and distribute case conference lists to attending AHPs, and update the case conference list.
- To distribute discharge summaries to patients and referrers.
- Participate in multi-disciplinary Case Conference
- Set up equipment used for therapy programs
- Attend clinical meetings as required
- Document information relating to clients/patients under the supervision and direction of a therapist
- Demonstrate an understanding of, follow and implement occupational health and safety guidelines.
- Assist with triaging and waiting list management for Physiotherapy and Occupational Therapy.
- Has knowledge of culturally and linguistically diverse communities (CALD).
- Use interpreters with non-English-speaking patients/ clients as required.
- Complies with OH&S and infection control guidelines for all manual handling and equipment.

Organisational/Business Skills:

- Able to respond to referrals within agreed time frames.
- Able to prioritise caseload with assistance of Allied Health Team.
- Record computer-based statistical data as required by the programs.
- Able to participate in multi- and inter-disciplinary teams.
- Participate in staff meetings as requested.
- Maintain an understanding of the organisational structure as it relates to client care
- Able to liaise with the Allied Health team to co-ordinate and communicate annual leave.
- Participate in quality improvement and accreditation processes.
- Maintain written records as set out in relevant policy

Teaching/Research/Training:

- Complete all mandatory training within relevant guidelines
- Supervise allied health assistant students on professional placements.
- Actively participate in credentialing processes to ensure safe, effective care delivery
- Participate in in-service training, including presenting where appropriate
- Contribute towards education for entry level allied health students as part of orientation or other programs (as requested by allied health staff).

Maintenance of Equipment and Resources:

- Take responsibility to ensure equipment is safe and well maintained and take action to arrange repairs.
- Order and coordinate stock as required in consultation with AH
- Ensure safe and tidy organisation of equipment.
- Assist with general departmental tidiness.
- Able to deliver/transport equipment as required.
- Source/research equipment required as directed by Allied Health staff.

Professional Responsibilities:

- Active participation in regular supervision with documented learning objectives as outlined in Northern Health Allied Health supervision framework
- Utilise opportunities to develop a professional knowledge and skill base
- Demonstrate commitment to professional development, through maintaining a current knowledge of relevant literature, clinical development, and attending relevant courses and willingness to share knowledge and information with colleagues
- Actively participate in a department committee or cohort allocated to the position
- Assume extra responsibilities as directed by the Grade 4 Occupational Therapy Leader Associate Director of Occupational Therapy and Hand Therapy
- Ensure equipment and resources are utilised and maintained according to departmental protocols
- Complete identified AHA competency packages relating to the role
- Organise and participate in supervised clinical sessions
- Able to provide education to others regarding AHA role
- Engage in annual performance review

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Certificate IV in Allied Health Assistance (or equivalent AH qualification)
- Current Australian Drivers Licence
- Current National Police and Working with Children History Check

Experience:

- Minimum of 3 years experience as an Allied Health Assistant to be eligible for Grade 3

Knowledge, Skills and Behaviours:

- Clinical experience working with a paediatric population
- Demonstrated ability to prioritise and manage competing demands and respond to referrals in agreed timeframes
- Understanding of the roles and contributions of different disciplines to patient care and care coordination
- Demonstrated ability to work independently within Allied Health Assistant scope of practice and seek advice/support when required
- Supervise allied health assistant students or professional placements as required
- Prepare, order and maintain equipment as required
- Demonstrates a patient & family centred focus in the provision of care
- Ability to work within a team
- Practical knowledge of the equipment prescribed by Occupational Therapists and Physiotherapists
- Demonstrated negotiation and effective interpersonal skills
- Demonstrated effective verbal and written communication skills
- Basic understanding of invoicing, ordering and billing practices
- Possesses self-management skills with an ability to meet timelines and prioritise competing demands
- Competent computer skills particular in email, excel, word, internet use and ability to learn Northern Health specific IT programs
- Positive attitude towards family backgrounds, neurodiversity and disability

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: