

Position Description

Position Title:	Team Assistant (Allied Health Assistant or Enrolled Nurse)
Reports to:	Manager - Community Health Programs
Department:	Community Health
Directorate:	Community Care & Mental Health
Cost centre:	L0106
Code & classification:	Allied Health Assistant, Grade 2 (IN29) / Enrolled Nurse (IB66-IB72)
Employment conditions:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021 – 2026 and its successors, Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Community Health Programs operate from GV Health's Corio Street campus and include Community Health and Self-Management Support services. The programs provide a range of services to consumers living in the Goulburn Valley region. Community Health services include: Dietetics, Healthy Mothers Healthy Babies Outreach Program, Paediatric Occupational Therapy, Physiotherapy, Podiatry, Sexual Health Nursing and Paediatric Speech Pathology. The Self-Management Support service provides health coaching for early intervention in chronic disease with a particular focus on Quit nicotine coaching and individual or group programs which address self-management principles such as nutrition, physical activity, medication compliance, emotional health and connection to support services.

The Community Health Programs are funded by the Victorian Government to provide high quality coordinated care and integrated service provision. The principles that underpin community health service provision include that care is person-centred, culturally responsive, evidence based, goal directed, reflects a team approach, builds self-management capacity, promotes health literacy, is provided early and promotes health and wellbeing.

Reporting to the Community Health Programs Manager, the Community Health Team Assistant works under the guidance, direction and supervision of the team's experienced Allied Health Professionals (AHP's) and Registered Nurses (RN's). The Team Assistant supports the AHP's/RN's across all disciplines to deliver consumer focused services and helps to facilitate the multidisciplinary and collaborative focus of the programs. The role involves completing a variety of direct and indirect clinical and administrative/clerical tasks to support the team.

The Community Health team's AHP's and RN's are responsible for the clinical services provided to consumers through the Community Health programs. It is the responsibility of the AHP/RN to ensure that the Team Assistant understands the aim of any clinical program they are asked to assist with, has the skills and competencies to

carry out the program and that the program is being followed as instructed. The Team Assistant must seek clarification if unclear about any tasks, and provide regular feedback to team members to assist in monitoring consumer care and the effective completion of set tasks. The Program Manager and team clinicians are available to assist to ensure the Team Assistant is competent and confident with allocated tasks. The role is largely autonomous and therefore the Team Assistant is responsible for planning their own time to efficiently and effectively manage their workload of clinical and non-clinical administrative tasks.

The position amongst others is responsible for promoting GV Health as a quality regional health service provider.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

The Team Assistant will work under the direction and supervision of AHP's and RN's to:

- Provide support and assistance to deliver therapy sessions, group programs, and community-based programs across all disciplines in accordance with the Community Health guidelines, and as prescribed by the AHP/RN.
- Contribute towards a multidisciplinary approach to service provision, working collaboratively with Community Health team members and other involved providers to facilitate integrated care and positive consumer outcomes.
- Assist consumers to complete prescribed therapy or exercise programs (at times without the immediate supervision of an AHP/RN). This may include aquatic Physiotherapy programs.
- Provide timely feedback to AHP/RN/Program Manager regarding consumer progress and any issues that arise, and regarding progress/completion of other allocated tasks.
- Provide direct and indirect support for group programs, including groups involving children and their parents.
- Complete accurate and timely clinical documentation.
- Complete all statistics and data entry tasks in a timely manner to comply with Community Health's reporting requirements
- Assist with maintaining and updating consumer databases.
- Assist with arranging consumer appointments as directed by the AHP/RN/Program Manager.
- Provide support with indirect clinical and administrative tasks as required to facilitate consumer care and ensure the efficient operation of Community Health programs.
- Assist with maintaining Community Health team equipment and resources including cleaning, storage and record keeping.
- Assist with monitoring of stock levels and ordering consumables/products as required for Community Health programs.
- Undertake monthly Community Health vehicle condition audits and assist with fleet management. This includes organising car maintenance checks as needed.
- Assist with the supervision of AHA students as appropriate.
- Manage own workload and prioritise tasks to best support programs within Community Health.
- Participate in quality improvement activities.
- Communicate any issues with the Manager as they arise and use collaborative problem-solving methods to contribute towards resolving any such issues.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Certificate IV in Allied Health Assistance or Diploma of Nursing (Enrolled Nurse qualification)

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) if an Enrolled Nurse

Essential:

- Experience in working as a Team Assistant (AHA or Enrolled Nurse) in a multidisciplinary allied health team or other community setting, and a demonstrated ability to provide discipline specific assistance to consumer programs
- Well-developed communication (written and verbal) and interpersonal skills, including ability to provide effective feedback to Allied Health Professionals and Registered Nurses
- Demonstrated ability to work independently with minimal supervision, whilst under the direction of AHP's/RN's in a multidisciplinary team, including ability to problem solve
- Self-motivated with excellent organisational and time management skills, including ability to prioritise a flexible and varied workload to meet deadlines
- Demonstrated ability to work collaboratively within a multidisciplinary team environment, including the ability to initiate and maintain effective professional relationships
- Well-developed computer literacy including experience with Microsoft Office programs (Word, Excel, PowerPoint, Publisher, Outlook), Internet and information/database systems
- Current Victorian driver's licence

Desirable:

- Knowledge and/or experience in delivering services to individuals and families from Aboriginal and Torres Strait Islander backgrounds, people from culturally and linguistically diverse backgrounds, and individuals from socially disadvantaged backgrounds.

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Working within scope of practice and adherence to organisational and professional codes of conduct;
- Provision of services, and completion of other tasks, in accordance with the Community Health Integrated Program Guidelines;
- Completion of tasks (direct clinical, indirect clinical and administrative tasks) within agreed timeframes and direction provided;
- Timely feedback to AHP's/RN's/Program Manager regarding consumer progress, and completion of other allocated tasks;
- Completion of documentation in line with requirements of the AHP's/RN's and GV Health documentation policy;
- Accurate recording of statistics to ensure expected service delivery target for clinical tasks is met;

- Attendance and active participation at meetings as required;
- Participation in quality improvement activities;
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework and Community Health Programs;
- Active participation in the Performance and Development review process;

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Undertake work under the direction, guidance and supervision of Allied Health Professionals and Registered Nurses
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care and Mental Health	Manager, Community Health Programs
Reviewed by:	Kate Fagan
Issue Date:	May 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)