

Position Description

Position Title:	Team Assistant (Allied Health Assistant or Enrolled Nurse)
Reports to:	Program Manager – Rural Allied Health Team
Department:	Rural Allied Health Team
Directorate:	Community Care & Mental Health
Cost centre:	J5003
Code & classification:	Allied Health Assistant, Grade 2 (IN29), Enrolled Nurse (IB66-IB72)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 or Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 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 Rural Allied Health Team (RAHT) operates from GV Health's CommunityHealth@GVHealth campus, 121-135 Corio Street, Shepparton.

RAHT services include Dietetics, Occupational Therapy, Physiotherapy, Podiatry, Social Work and Speech Pathology who are supported by an Intake Worker and Team Assistant (AHA/EN) positions. The RAHT provides services across the municipalities of the Greater Shepparton, the Shire of Moira, and the Shire of Strathbogie.

Services are primarily delivered under the Commonwealth Home Support Program (CHSP) and the State Home & Community Care Program for Younger People (HACC PYP).

In the RAHT the Team Assistant works under the guidance, direction and supervision of the teams experienced Allied Health Professionals (AHP's). The Team Assistant assists the AHP's across all disciplines to deliver client centred services and supports the multidisciplinary focus of the RAHT.

The role involves completing a variety of direct and indirect clinical and administrative/clerical tasks to support the team, including but not limited to:

- Undertaking home exercise and other care/therapy programs
- Completing funding applications and obtain quotes, for aids, equipment, home modifications etc.
- Assisting the organisation of home modification processes
- Delivery of aids and equipment to client homes including safe set up of equipment, where appropriate
- Assisting to make referrals to other service providers
- Supporting the preparation for, and implementation and delivery of group programs
- Monitoring the return of equipment and resources

- Maintaining and cleaning equipment
- Undertaking equipment and resource stocktakes including maintaining databases/spreadsheets
- Monitoring stock levels including supply and pharmacy requests as directed
- Checking the arrival of supply and aids and equipment orders
- Maintaining client databases
- Completing client data and statistical entry
- Developing, collating and distributing RAHT newsletters and surveys
- Assisting with service promotions and displays
- Undertaking quality activities such as file audits, group program evaluations
- Assisting with organising and maintain records of vehicle and equipment servicing and repairs
- Assisting with administration/clerical duties.

The AHP's will assess individual clients and determine whether the intervention/treatment can be competently, effectively and safely delivered with assistance by the Team Assistant. It is the responsibility of the AHP's to ensure the Team Assistant understands the aim of the program, intervention or task and has the skills and competencies to carry out required tasks as instructed.

The Team Assistant is required seek clarification if unclear about any tasks and to provide feedback to team members to assist in monitoring client care and the effective completion of set tasks. A clinical supervisor is available to assist and ensure the Team Assistant is competent and confident with tasks.

The role is largely autonomous and therefore the Team Assistant is responsible for planning their own time to efficiently and effectively schedule client appointments and a range of clinical and non-clinical administrative tasks.

Services will be provided within the philosophy of the Victoria HACC PYP Active Service Model (ASM) and CHSP wellness, re-ablement and restorative frameworks. The frameworks aim to increase the effectiveness of services by maximising client independence through person centred and capacity building approaches to service delivery. As an outcome of this model of care the capacity of clients to live independently and to participate in social and community activities is improved or maintained such that their need for recurrent CHSP/HACC PYP services is delayed or reduced.

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

RESPONSIBILITIES AND DUTIES

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

- Deliver services in accordance with the CHSP, HACC PYP and other relevant funding guidelines
- Contribute towards a multidisciplinary approach to client management that promotes and maintains optimum well-being and function of each client.
- Undertake client care/therapy programs in the home environment and community settings without the immediate supervision of an AHP to assist clients to achieve elements of their care plan.
- Provide timely feedback to AHP's regarding client progress and changes and completion of set tasks.
- Maintain the RAHT pool of equipment and resources, including cleaning, ordering, storage and updating inventories.
- Complete accurate and timely clinical documentation.
- Complete accurate and timely recording of data/statistical entries.
- Provide support with indirect clinical and administrative tasks required to facilitate client care and support the efficient operation of the RAHT.

- Improve performance through reflective practice and by seeking feedback, setting goals and participating in annual performance reviews.
- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health, RAHT, CHSP & HACCPYP and other relevant programs.
- Undertake assessment of competencies and review of scope of practice and work within these.
- Support the development of others by acting as a resource to colleagues and participating in orientation of new employees and supervising students, where appropriate.
- Participate in service reviews, team meetings and planning days.
- Participate in the planning, development and evaluation of the RAHT Team Assistant model.

KEY SELECTION CRITERIA

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

- Certificate IV in Allied Health Assistance or Enrolled Nurse qualification.
- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) if an Enrolled Nurse.

Essential:

- Minimum 3 years experience working as a Team Assistant (AHA or Enrolled Nurse) in a multidisciplinary allied health team or other community setting, including the ability to provide discipline specific allied health assistance to client programs.
- Demonstrated ability to work independently and with minimal supervision whilst under the direction of allied health professionals in the multidisciplinary team.
- Self motivated with a high level organisational and time management skills, including an ability to prioritise a flexible and varied workload to maximise use of time and meet deadlines.
- High level of communication (written and verbal) and interpersonal skills including listening and ability to problem solve and provide effective feedback to the allied health professionals.
- Well developed computer literacy including Microsoft Office programs (Word, Excel, PowerPoint, Publisher, Outlook), Internet and information/database systems.
- Current Victorian Drivers Licence.

Desirable

- Additional qualifications in Health and Rehabilitation Science.
- Experience working with frail older people, people with disabilities and their carers, and people living in rural communities.
- Experience in planning, organising and conducting of group programs.
- Knowledge of self-management and health coaching practices to enhance client care outcomes.

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;
- Professional membership is maintained and working within scope of practice.
- Undertake work within scope of practice and adhere to code of conduct.
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework and RAHT / CHSP / HACC PYP / NDIS training and education requirements.
- Completion of tasks (direct clinical, indirect clinical and administrative tasks) within agreed timeframes and requirements.
- Completion of documentation in line with requirements of the AHP's and GV Health documentation policy.
- Timely response to referrals from the referring AHP.
- Timely feedback to AHP's regarding client progress and changes and completion of set tasks.
- Accurate recording of statistics to meet the expected target (hours) for service delivery for client and non-client statistics.
- Attendance and active participation at meetings as required.
- 100% attendance and participation in supervision/mentoring sessions
- Active participation in the Performance and Development review process.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain 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;
- Provide a trauma informed and healing aware approach;
- 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 & Mental Health	Team Assistant
Reviewed by:	Jenelle Gannon
Issue Date:	7 July 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](#)