

Allied Health Assistant – Homeless Health & Support Services

position number	P3416
status	Part Time, on-going (PT)
FTE	0.6 FTE
network	Services
agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026
classification	Grade 3
reports to	Program Facilitator

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

position overview and purpose

The Allied Health Assistant (AHA) role sits within the Homeless Health and Support Service team. The allied health service model includes scheduled and drop in based appointments, community outreach engagement, offsite appointments, individual and group-based education sessions and involvement in a variety of community-based activities.

This position works closely with the multidisciplinary team, specifically the dietitian and physiotherapist, to develop and run evidenced based programs. The AHA's role is to provide practical and administrative support to multidisciplinary programs including planning, development, and evaluation. Depending on experience and prior training, the AHA may also lead group sessions to implement programs and/or also see clients on a 1:1 basis to support their nutrition and exercise prescription, following clinician assessment.

key accountabilities

direct care services	<ul style="list-style-type: none"> • Provide support in running groups • Encourage and motivate services to clients from marginalised backgrounds • Be part of Evaluation and reviewing processes of HH&SS food security program on ongoing basis • Refer, consult and liaise with staff within the organisation and key local agencies to maximize outcomes for cohealth clients • In collaboration with our HH&SS Dietitian develop and progress food security programs • Collaborate and support the Food security and HH&SS group work according to capacity • Provide direct client response in accordance with the program developed via the HH&SS Dietitian, Physios, and the HH&SS team where appropriate • Incorporate health education when appropriate into client interactions; and identify referral needs • Perform other duties consistent with the aims and objectives of cohealth as directed by the program coordinator • Understanding of provision of timely services across a range of funding sources including in line with agreed daily targets. • Practices in a way that recognises all clients are at risk of misunderstanding health information • Uses easy to understand language and appropriate visual aids, understanding that clients learn best when a limited number of new concepts are presented at any one time • Be client centred and use verbal/non-verbal active listening techniques that are social and culturally appropriate
health education & health promotion	<ul style="list-style-type: none"> • Assisting in the provision of health education and promotion of activities aimed at maximizing good health and preventing illness in accordance with program development and evaluation strategies • Liaise with the Homeless Team and other health professionals as appropriate • Act as an advocate for individual clients/groups of clients as appropriate
quality improvement	<ul style="list-style-type: none"> • Ensure safety and maintenance of relevant HH&SS equipment, supplies and group work environment • Adhere to infection control policy • Participate in professional development • Participate in systems Improvement and Quality Improvement activities

team & policy development	<ul style="list-style-type: none"> • Participate in multi-disciplinary team meetings • Actively participate in regular supervision • Assist in the development and delivering of appropriate health strategies and information for clients • Participate in the planning, development and evaluation of both food security and the HH&SS team
culture and teamwork	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values
quality and continuous improvement	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the [network name] Network, and ensure compliance with documented procedures and processes
health & safety compliance	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers) • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment • Take corrective action to remedy safety hazards or risks and restore a safe working environment

key selection criteria

- Completion of, at least, Certificate IV (Allied Health Assistance)
- Experience in a Community Health environment and/or demonstrated experience working with clients from culturally and socially diverse backgrounds, and those considered to be marginalised
- Understanding of homelessness including the challenges that people experiencing homelessness face
- An understanding of Community Health, its principles, and organisational forms, including working in a strengths-based and client centred way
- Demonstrated capacity to manage competing priorities, including groups, 1:1 appointments and administrative tasks, and deliver high quality outcomes
- An understanding of program planning, implementation, and evaluation
- Experience in facilitating groups and programs
- An enthusiastic and energetic person who is committed to working collaboratively with the clients, our staff members, and other organisations to best achieve these outcomes

- Establishes respectful professional relationships that have clear boundaries with consumers, staff, and partner organisations
- Commitment to professional development and quality improvement
- Excellent oral and written communication skills, and well developed computer skills.
- Strong belief and personal alignment in cohealth Values and Mission

• position requirements

- Certificate IV (Allied Health Assistance)
- Working with Children Check
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category A to be produced for sighting upon request

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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