



POSITION DESCRIPTION

Position Title: Allied Health Assistant

Position Held By:

Prepared: Mark Zampatti

Reporting to: Directors (Mark Zampatti, and Frances Gray),

Overview of Position

As an Allied Health Assistant, you are responsible for providing an outstanding level of care for clients at Corio Bay Sports Treatment Clinic. You actively seek to develop your expertise and techniques to align with our philosophy of care, and concentrate your efforts on providing specialist skill and expertise with our clients. You enthusiastically participate in activities to improve your client caseload, and contribute to overall learning and development of other team members, always acting in the best interest of Corio Bay Sports Treatment Clinic Colac.

Key Tasks and Responsibilities

Area	Task	Weight
Client Management	Responsible for the provision of client services including but not limited to: <ul style="list-style-type: none"> • Training from a Physiotherapist in regard to what your care will involve with the clinic's client • Appropriate treatment • Exceed client expectations 	60%
	Ensure confidentiality is maintained always	
	Actively promoting preventative maintenance care and early intervention	
	Changing own linen, keeping room organised and tidy	
	Ensure Thorough Documentation of all assessment and treatment is completed ideally on the day of treatment. Catch up notes must be completed by Monday Morning	
	Aiming to connect with clients on a personal level, being considerate and understanding of their needs, whilst maintaining personal boundaries	
	Writing Letters <ul style="list-style-type: none"> • Letters to referrer and other health professionals 	

External Engagement	<ul style="list-style-type: none"> ● Reactivation letters and Thank- you letters 	25%
	<p>Writing reports for referrers and other health care practitioners involved in your clients care including:</p> <ul style="list-style-type: none"> ● Medicare CDM/EPC ● NDIS ● Private Clients 	
	<p>Liaise with medical practitioners, Podiatrist, Psychologists, Chiropractors etc. and promote cooperative professional relationships</p>	
	<p>Participate in Community Engagement Activities that will help to improve your reputation and networking with the types of clients you like to see.</p>	
	<p>Contribute to CBSTC's social media presence- work with our team to create some content for promoting you so that we can reach your ideal clients and educate our community.</p> <p>This may include some or all of these activities</p> <ul style="list-style-type: none"> ● Facebook posts ● Videos ● Preparing content for blogs for our website 	
	<p>Actively seek referral opportunities including new referrals to CBSTC and referrals to other health professionals in our network</p>	
Performance Management	Teamwork:	10%

	<ul style="list-style-type: none"> ● Actively seek ways to improve your work environment and relationship with team mates ● Contribute to the learning and development of other team members ● Assist with reception tasks as may be required from time to time – especially making appointments in Cliniko 	
	Accountability <ul style="list-style-type: none"> ● Adhere to documented and undocumented clinic policies and procedures ● Obtain feedback from clients about your level of service and care 	
	Security: uphold security measures in the areas of clinical records, intellectual property, equipment	
	Development: <ul style="list-style-type: none"> ● Commit to the ongoing improvement of the business by recommending ways to do things better, training suggestions, and ideas to improve client experience ● Monitor your performance with 	

	<p>reference to key performance indicators (KPI's) and targets</p> <ul style="list-style-type: none"> • Attendance to and active contribution in team and individual meetings 	
	<p>Culture:</p> <ul style="list-style-type: none"> • Be an active ambassador for the courtesy system • Contribute to the positive, healthy culture of the clinic 	
CPD	<ul style="list-style-type: none"> • Undertake activities to develop and maintain professional/clinical knowledge and skills at an acceptable level, maintaining awareness of current best practice 	5%

Essential Qualifications and Experience

Qualifications and experience
<p>Undertaking study in a Bachelor of Physiotherapy and/or Cert III or IV Allied Health Assistance</p> <p>Traineeship can be arranged for a suitable applicant to gain this qualification.</p> <p><i>All of these are payable by the employee</i></p> <p><i>Drivers Licence</i></p>

Additional Relevant Documentation:

- Contract
- Federal Police Check
- Working With Children's Check
- Professional Indemnity and Public Liability Insurance (\$20Million)

Acknowledgment:

I have read and agree to this positions description, and undertake to fulfil these requirements to the best of my ability.

Signed:

Date :

Witnessed:

Date:
