

Position Description

Position title	Allied Health Assistant – Medical Imaging Department
Department / Division	Medical Imaging Department / Division of Access and Clinical Operations
Classification	Grade 3 IN30
Position reports to	Allied Health Manager – Medical Imaging
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>"A world where all kids thrive"</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Medical Imaging Department (MID) performs over 90,000 examinations per year as part of the RCH vision – A world where all kids thrive. Our aim is to provide world-leading imaging services required for the paediatric patients of RCH. The role context of an Allied Health Assistant includes clinical and non-clinical support for Allied Health Practitioners at a grass roots level for patients and families.

ROLE PURPOSE

The Allied Health Assistant (AHA) will assist the Allied Health Professionals (AHP) with clinical and non-clinical duties. The AHA will support the imaging service through a range of activities under the guidance of the AHP, including but not limited to, assisting with patient scans and procedures, organising equipment and clinical supplies, ensuring a safe environment for the delivery of care, assisting with efficient day-to-day operation of the medical imaging services.

KEY ACCOUNTABILITIES

Under the guidance of the delegated Medical Imaging Department (MID) Allied Health Practitioners (AHP), the Allied Health Assistant (AHA) will support clinical work across the following key accountabilities:

Provision of Care

- Organise and assist with quality, timely and safe clinical care to patients and their familiars in both inpatient and outpatient settings
- Maintain clinical documentation, records and data as per MID and RCH guidelines
- Work under general direction from AHPs with autonomy
- Conduct comprehensive, structured patient screening activities, as delegated, to support assessment and management by the Allied Health Professional
- Be familiar with departmental protocols and Medical Imaging procedures
- Constructively assisting AHPs to plan and prepare for clinical care
- Arrange and utilise interpreter services, in consultation with the delegating Allied Health Professional, to support safe and effective patient care
- Assist in the development and delivery of scripted patient and family education resources under the direction of the Allied Health Professional
- Progressing imaging preparation and mobility aids within the delegation set by the Allied Health Professional
- Coordinate referrals, in consultation with the delegating Allied Health Professional
- Plan for, and effectively manage, contingencies which may affect the performance of healthcare activities
- Comply with the Allied Health Assistants National Association (AHANA) Code of Conduct
- Ensure timely provision of imaging services through appropriate prioritization of own workload and patient needs

Lifelong Learning

- Foster a culture in which feedback is used as a positive strategy to enhance goals, awareness, and learning
- Model a commitment to continuing professional development
- Actively promote an environment of lifelong learning
- Achieve and maintain competency in relevant skills in line with MID requirements relevant to the role
- Providing professional development to the Allied Health Assistant workforce
- Participate in an annual Performance Development and Planning review (PDAP)

Collaborative practice

- Actively participate as part of a team to ensure ongoing excellence in service delivery and contribute to continuous improvement
- Work in collaboration with a multidisciplinary team for patient outcomes
- Utilise a flexible and adaptable approach to teamwork that enhances the team performance and ensures ongoing excellence in service delivery
- Seek guidance and assistance when required
- Assist Allied Health Professionals with the orientation and general supervision of Grade 1 and Grade 2 Allied Health Assistants
- Lead the orientation and supervision of Allied Health Assistant students
- Participate in other relevant duties as directed by the AHP and Allied Health Manager

Communication

- Apply well developed verbal communication, interpersonal skills and attention to detail
- Communicate effectively with patients and families to ensure their understanding and their needs are included in plans and actions
- Recognise issues that may lead to conflict, and constructively address issues as they arise with escalation to the AHP as necessary
- Liaise with a variety of health professionals, responsible for the patient's management

Research and Quality

- Understand the principles of evidence-based practice, and critically evaluate clinical practice in light of available evidence, experience and patient/ family values and circumstances
- Assist in the development, review and implementation of departmental policies, procedures and clinical resources
- Contribute to service evaluation, audit and continuous improvement activities to support safe, effective and evidence-based practice
- Leading and contributing to quality initiatives
- Contribute to research agenda through assisting research projects e.g., contributing to participant recruitment, data entry, questionnaire/audit design as part of a research project in work area

QUALIFICATIONS AND EXPERIENCE

Essential:

- Hold a Certificate IV in Allied Health Assistance or equivalent
- Has completed a minimum of three years of experience (full-time equivalent) as a Grade 2 (or equivalent)
- Comply with the AHANA Code of Conduct

Desirable:

- Demonstrated commitment to work and contribute as part of a team
- Demonstrated experience working in an acute tertiary hospital environment
- Experience working or interacting with children and adolescents
- Experience or knowledge of the Medical Imaging Department
- 3+ years' experience in health or related field

KEY SELECTION CRITERIA

- Demonstrated experience providing safe, high-quality clinical support to patients and families, working under the delegation and general direction of Allied Health Professionals
- Ability to work flexibly and prioritise effectively in a fast-paced clinical environment, managing competing demands and contingencies as delegated by the AHP
- Demonstrated ability to conduct structured, delegated patient screening and preparation tasks accurately and safely, escalating to the AHP as required
- Well-developed verbal and interpersonal communication skills, with the ability to engage effectively with patients, families and children of varying ages and abilities
- Demonstrated capacity to work autonomously within a scope of delegation, self-awareness and internalised responsibility for own practice
- Sound computer literacy and record-keeping skills, with attention to detail in maintaining clinical documentation and data
- Understanding of, and commitment to, the AHANA Code of Conduct and professional boundaries of the AHA role

- Demonstrated ability to work collaboratively and adaptably within a multidisciplinary team, contributing to continuous improvement in service delivery

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	Yes
	This role is required to participate in an on-call roster	Yes
Sitting – remaining in a seated position to complete tasks		Frequent
Standing – remaining standing without moving about to perform tasks		Frequent
Walking – floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Frequent
Trunk twisting – turning from the waist to complete tasks		Frequent
Kneeling – remaining in a kneeling position to complete tasks		Frequent
Squatting/crouching – adopting these postures to complete tasks		Frequent
Leg/Foot movement – to operate equipment		Frequent
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Rare
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Frequent
	Heavy – 10-20 kilos	Occasional
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Frequent
	Moderate forces - 10-20 kilos	Frequent
	Heavy forces – over 20 kilos	Frequent
Reaching – arm fully extended forward or raised above shoulder		Frequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Occasional
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Occasional
	Gripping. Holding, twisting, clasping with fingers/hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		N/A
Sensory Demands		
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant

Touch – use of touch is integral to most tasks	Prolonged/Constant
Psychosocial Demands	
Observation skills – assessing/reviewing in/outpatients	Prolonged/Constant
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to detail	Prolonged/Constant
Working with distressed patients and families	Frequent
Dealing with aggressive and uncooperative people	Frequent
Dealing with unpredictable behaviour	Frequent
Exposure to distressing situations	Occasional

Definitions used to assess frequency of tasks/demands as above	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

Position description last updated	August 2026
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