

Position Description

Position title	Allied Health Assistant
Department / Division	Orthotics and Prosthetics/Ambulatory Services Division
Classification	Allied Health Assistant Grade 3 (IN30)
Position reports to	Operational: Manager Orthotics and Prosthetics Professional: Senior Orthopaedic Physiotherapist (Orthopaedic Assessment clinic)
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
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>Orthopaedic Specialist Clinics at RCH see many patients who require the application of plaster casts or similar materials to assist in their treatment. These may be for fractures, for positioning following surgery or to assist in the treatment of conditions such as congenital talipes equino-varus.</p> <p>This role will provide direct patient care and will apply, manage and remove these casts. The role will work closely with orthopaedic surgeons and nursing staff and be supervised by senior orthopaedic physiotherapists working in this clinic.</p>
ROLE PURPOSE
<p>The Allied Health Assistant will assist in the smooth running of the orthopaedic outpatient plaster room. The role will cover both clinical and non-clinical duties in the orthopaedic plaster room in Specialist Clinic A, the wards and theatres. This role involves the application, maintenance and removal of various casts to support patient treatment and recovery. The Allied Health Assistant provides specialised technical support in the orthopaedic plaster room, working under the supervision of physiotherapists, orthopaedic doctors and nurses.</p>
KEY ACCOUNTABILITIES
<p>Clinical Support and Patient Care</p> <ul style="list-style-type: none"> • Provide clinical care to children and adolescents in orthopaedic plaster room, apply orthopaedic casts using a range of materials (e.g., fibreglass, Nemoa, soft cast, plaster) in line with clinical protocols and medical instructions. • Shape and remould casts to ensure a secure, comfortable fit and to minimise pressure-related complications. • Safely remove casts and splints using appropriate equipment and techniques, ensuring patient safety and reassurance. • Prepare patients for orthopaedic procedures through effective age-appropriate communication, correct positioning, and maintaining patient dignity. • Monitor patient comfort during procedures and escalate any concerns to supervising clinicians. • Provide basic education to patients and caregivers regarding cast care, activity restrictions, and follow-up appointments. • Communicate with medical and nursing staff about any skin integrity or wound changes. <p>Collaborative Practice</p> <ul style="list-style-type: none"> • Work in partnership with other health professionals towards common goals as part of a multidisciplinary team. • Participate in clinical handovers, team discussions, and collaborative treatment planning. • Participate in supervision and work under direction of treating team • Support clinical education by guiding junior staff or students when appropriate. <p>Health Values</p> <ul style="list-style-type: none"> • Deliver patient-centred care with respect, empathy, and cultural awareness. • Uphold patient dignity, privacy, and confidentiality in all interactions. <p>Quality Assurance and Safety</p> <ul style="list-style-type: none"> • Conduct quality checks on casts to ensure proper application, fit, and patient safety. • Adhere to infection prevention and control protocols, including PPE use and hygiene standards. • Utilise VHIMS in the recording of clinical incidents and near misses in accordance with RCH policy • Be familiar with workplace health and safety procedures related to casting equipment and materials.

- Maintain a clean and organised working environment and reporting any risks or incidents promptly.

Lifelong Learning

- Participate in training related to new casting techniques, clinical practices, and healthcare standards.
- Contribute to continuous quality improvement and reflective practice within the orthopaedic service.
- Engage in departmental meetings and share knowledge with peers.

Patient Care and Treatment Support

- Develop and maintain proficiency in a range of casting techniques including short and long leg casts, arm casts, and spica casts.
- Operate, clean, and maintain orthopaedic equipment such as cast saws, vacuum systems and storage units.
- Manage stock levels and ordering of casting room supplies.
- Develop sound knowledge of casting material mixing, application, and adherence to technical specifications.
- Maintain sterile and aseptic techniques when dealing with wounds and post-operative sites.
- Attend and participate in professional development sessions within the department as appropriate
- Participate in annual Performance Development and Planning reviews (PDAP) with relevant supervising staff.
- Complete annual basic life support training as well as other mandatory hospital training
- Participate in other duties as directed by the Manager, Team Leaders or senior physiotherapists that are appropriate for skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Certificate IV – Allied Health Assistant or equivalent qualification
- Strong interpersonal and communication skills with the ability to work effectively within a multidisciplinary team
- Minimum three years' experience as a Grade 2 AHA.
- Experience working with patients in Hospital or Healthcare environments
- Demonstrated commitment to ongoing professional development and learning.
- Excellent computer skills

Desirable:

- Experience working or interacting with children and adolescents
- Experience participating in clinical handovers, team discussions, and collaborative treatment planning
- Basic knowledge of upper and lower limb anatomy, along with common orthopaedic terms
- Experience or knowledge of orthopaedic techniques and cast application
- Hold 'HLTAH302D - Assist with the application and removal of a plaster cast' qualification

KEY SELECTION CRITERIA

- Highly developed verbal and written communication skills
- Strong interpersonal skills and the ability to communicate with multiple stakeholders
- Interest and ability to work with children, young people and families in a fast-paced environment
- Well-honed organisational skills, ensuring efficient handling of documents, schedules and competing tasks
- Effective time management skills and the ability to balance sometimes competing and conflicting priorities
- Computer proficiency in hospital applications and the Microsoft Office Suite
- Demonstrate initiative, adaptability and problem-solving skills, with a flexible approach to changing demands and challenges.

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
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- 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	No
	This role is required to participate in an on-call roster	No
Sitting – remaining in a seated position to complete tasks		Occasional
Standing – remaining standing without moving about to perform tasks		Frequent
Walking – floor type even, vinyl, carpet		Prolonged/Constant
Lean forward/forward flexion from waist to complete tasks		Frequent
Trunk twisting – turning from the waist to complete tasks		Occasional
Kneeling – remaining in a kneeling position to complete tasks		Rare
Squatting/crouching – adopting these postures to complete tasks		Rare
Leg/Foot movement – to operate equipment		Rare
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Rare
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Rare
	Heavy – 10-20 kilos	Rare
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Occasional
	Moderate forces – 10-20 kilos	Rare
	Heavy forces – over 20 kilos	Rare
Reaching – arm fully extended forward or raised above shoulder		Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Rare
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Frequent
	Gripping. Holding, twisting, clasping with fingers/hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Rare
Sensory Demands		Frequent
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		Frequent
Observation skills – assessing/reviewing in/outpatients		Frequent

Problem solving issues associated with clinical and non-clinical care	Occasional
Attention to detail	Prolonged/Constant
Working with distressed patients and families	Occasional
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Rare

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	September 2025
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