

**Position Title:** Allied Health Assistant  
**Classification:** Non Award  
**Reports To:** Allied Health Manager

### About CPL

The Cerebral Palsy League (CPL) is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

### Our Vision

An inclusive society for all people.

### Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

### Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

### The CPL Way

**We are a business with a heart.** Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.



- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

### Position Purpose

To support the Allied Health Service team in their provision of therapy and social work services, which assist clients in achieving their goals and enhancing their quality of life.

To support continuous improvement in the business performance of Allied Health Service and effectively contribute towards achievement of the organisation's vision and purpose.

### Key Responsibilities

- Coordinates the day-to-day running of the Allied Health Service ensuring the provision of high quality customer service and promotion of a professional service image; including but not limited to receiving and making telephone calls as required and greets visitors in line with established protocols.
- Respond to initial client queries and provides relevant information.
- Undertakes screening of client needs as required and organising group therapy programmes for clients with the assistance of the therapist and providing personalised services to clients.
- Prepare therapy aids, resources or tools for individual or group programmes with the assistance of the therapist as required.
- Maintain the supply of loan equipments for therapy trial/short term use, including liaison with suppliers, managing resources for therapy and assembling/programming therapy materials/aids as required.
- Management and maintenance of the therapy equipment pool.
- Supports the team throughout special projects or submissions.
- Undertakes other responsibilities as required and directed by the Allied Health Manager.

### Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

### Organisational Relationships

- Reports directly to the Allied Health Manager.
- Accountable to the Allied Health team.
- Liaises internally with: local and head office staff, administrative teams, clients and families.
- Liaises externally with: Government staff and appropriate representatives from funding bodies, other local service providers, the public, suppliers and contractors.





### Extent of Authority

- Works under the supervision of an Allied Health professional.
- Establishes priorities and is able to work independently on most tasks, quality of output is closely assessed.
- Problems can be solved using knowledge, initiative and judgement with reference to CPL policies and procedures and assistance is readily available when required.

### Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Effective group facilitation skills and consultation skills.
- Sound decision making skills with a focus on identifying and understanding issues, problems and opportunities.
- Demonstrated excellent interpersonal and communication skills.
- Demonstrated ability to work independently to complete specific tasks, as well as being able to work effectively as part of a team.
- Effective approach to organising, planning and prioritising work activity (for both the individual and the team) and achieving high quality outcomes under pressure of workload and tight deadlines.
- Demonstrable commitment to achieving excellence in customer service.

### Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Tertiary qualification in Allied Health Assistance (Certificate IV in Allied Health Assistance) and experience in working directly with people with a disability or within an Allied Health setting.
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current 'C' class driver's licence.

