

### Reports To:

Regional Lead, Regional Assessment Service

### Employment Status:

Full Time/Part Time, Fixed Term Contract and Casual

### Grade/Award:

Salaried

### Primary Objective:

The key purpose of this role is to undertake holistic assessment services underpinned by a wellness and reablement approach encouraging clients to continue living independently in the community of their choice.

### Key Responsibilities:

#### Section A - Key Role Specific Responsibilities

##### Business Development and Sustainability:

- Undertake assessment activities as scheduled to ensure assessment activity timeframes including response times are compliant with operational requirements
- Maintain and develop comprehensive knowledge and strong understanding of formal and informal regional service providers, service options and support agencies
- Develop comprehensive working knowledge of the MyAgedCare website, other relevant websites and internet search engines to match clients to appropriate preferred service providers, prioritised service providers or non-funded service providers
- Promote Regional Assessment Services through profile building opportunities including inter-agency meetings, information meetings and other appropriate relevant events and forums
- Actively participate in stakeholder engagement strategies in accordance with the operational plans and activities and attend meetings and consultation forums as allocated and scheduled
- Participate in the Community Engagement Events to increase awareness of the Regional Assessment Services and associated services across the regions and allocated footprint

##### Business Continuity:

- Support the operations of the mobile assessment and case management teams and clinical support teams by:
  - Providing after hours backfill, advisory decision-making support and assisted problem solving support to other after hours rostered staff
  - Undertaking key tasks in response to severe weather, emergency and disaster events in accordance with the broader Aspire 4 Life Emergency plan
  - Participating in the support and supervision of staff with injuries and assist with development of RTW as required
  - Providing backfill support to the Assessment and Planning team to meet business operational needs

**Client Assessment and Linking Services:**

- Utilise the mandated National Screening and Assessment Form (NSAF) tool and any other specifically mandated tools ensure a consistent, holistic, and goal-orientated wellness approach to face-to-face client assessments and client reviews
- Review client screening, notes and associated attachments prior to undertaking a client assessment to capture key information prior to visiting the home
- Ensure holistic assessment is undertaken, focusing on client strengths and abilities in order to optimise health outcomes, independence, wellness and self-reliance
- In consultation with the client, utilise the recommendations automatically generated in the NSAF, the client's specific needs and goals to develop an individualised Support Plan that promotes independent living
- Develop the Support Plan, ensuring clients are matched and referred as indicated to either a service provider or for a comprehensive assessment to facilitate an appropriate support pathway
- Initiate linking service support activities for client's identified as having complexities or vulnerabilities that prevent access to mainstream services which could assist them to live in their community with dignity, safety and independence
- Undertake short term case management or care coordination services (Linking) as required to provide episodic assistance in overcoming barriers and linking clients to appropriate service providers and supports both within and outside of the aged care sector
- Participate in advocacy activities, case conferencing and multidisciplinary service coordination in order to meet vulnerable client's needs with differing complexities and intensity of need

**Assessor Capability:**

- Ensure absolute compliance with Regional Assessment Service operational guidelines, legislative requirements, quality frameworks, organisational and operational processes and procedures
- Ensure all scheduled activities are undertaken in accordance with responsibilities and accountabilities within the allocated timeframes
- Ensure effective and efficient daily workload planning including travel, documentation and administrative duties
- Maintain currency of skills and knowledge relevant to managing clients with complex needs and clients with special needs as identified in the Aged Care Act
- Participate actively in scheduled and ad hoc Professional Supervision and Support Meetings
- Actively role model the Aspire 4 Life Values in daily interactions, embracing change and positively responding to the dynamic evolution of the organisation
- Undertake project work or tasks as required

**Quality and Continuous Improvement:**

- Ensure Proof of Identification of the client, where possible, is always verified prior to undertaking any assessment
- Ensure compliance with procedures and process improvement to enable the provision of consistent, reliable and efficient high-quality services
- Update databases daily to ensure the currency, integrity and accuracy of data housed at all times
- Participate in ensuring exemplary quality processes are nurtured and maintained, and ideas and innovations are encouraged and explored
- Ensure all change initiatives are well planned to deliver the desired improvement outcomes
- Participate and contribute to the planning processes, policy and procedure formulation as pertains to area of responsibility
- Complete reports and contribute to ensuring a cycle of continuous improvement is embedded in the way services are provided
- Work collaboratively with Aspire 4 Life Media and Marketing team, providing a whole of service approach, in the rollout of new products and services
- Work collaboratively with Aspire 4 Life Information Technology team to identify opportunity for improvement to support operations into the future

#### Documentation:

- Ensure all documentation is actioned and maintained in accordance with requirements of the Regional Assessment Services, the quality standards framework and organisational policies and procedures
- Ensure all client assessment and review information is documented contemporaneously on-line in real time and completed in accordance with Regional Assessment Service procedures and protocols, legislative requirements and organisation policies and procedures
- When internet connection is not available, ensure all client assessment and review information gathered off-line or in paper-based format is entered into the client's on-line record within 48 hours in accordance with Regional Assessment Service procedures and protocols, legislative requirements and organisation policies and procedures
- Maintain clear notes/records on software platforms utilised by the organisation in relation to client assessments

### Section B - Our Common Purpose

#### Living our Values

At Aspire 4 Life, every person plays an important role in helping us **to empower people to live their best life**. Our **BOLD Values** are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As part of the Aspire 4 Life team you are expected to live the values:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters.
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life.
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

#### Leading with Technology

Aspire 4 Life utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

#### Work Health and Safety (WHS)

All Aspire 4 Life staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Aspire 4 Life WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work-related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

### **Personal Attributes and Qualities:**

To be highly effective in this role you will need to identify with the following personal qualities:

- Communicates a vision which sparks excitement in others
- Accountable for decisions and actions
- Ability to actively work within a remote team and a mobile office environment
- Thrives on helping others
- Open minded, non-judgmental and respectful of client's/other's choices
- Always presents professionally in dress, appearance and communication
- Challenges inappropriate behaviour and attitudes
- Considers all elements of wellness when focussing on client experience
- Ensures clients are in the driving seat of decisions
- Manages conflict positively and constructively
- Rapidly builds and maintains strong collaborative, partnering relationships
- Actively participates in the development and implementation of new services
- Monitors the Aged Care market, context and competition

### **National Police Checks (relevant to working with Vulnerable People including children):**

This position requires a mandatory National Police Check for working with vulnerable people to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

### **Essential Criteria for Position:**

#### **Essential Skills, Experience and Knowledge:**

- Demonstrated experience in aged care, assessment and/or coordination of services
- Ability to build and maintain effective internal and external relationships
- High degree of drive, initiative, motivation and outcome orientation, with the capacity to deal with multiple and conflicting priorities
- Well-developed negotiation, facilitation, communication and presentation skills
- Skills to utilise technology such as laptops, computers or mobile phones to communicate with others
- High level computer skills including proficiency with MS Office programs particularly, Outlook, Word and Excel with the ability to problem solve and address inevitable system interruptions to ensure business continuity

#### **Qualifications, Certificates and Registrations:**

- Tertiary qualifications and/or 3 years' experience in working in aged care /community services

- Successful completion of the following units of competency:
  - CHCAGE001 (Facilitate the Empowerment of Older People)
  - CHCCCS005 (Conduct Individual Assessment)
  - CHCCCS016 (Respond to Client Needs)
- Unrestricted Australian driver's licence

#### **Desirable Criteria for Position:**

- Prior experience in promoting services through profile building opportunities (i.e. events and forums)
- Use of My Aged Care systems and National Screening and Assessment Form (NSAF)
- Current Senior First Aid Certificate

#### **Incumbent Statement:**

I have read, understand and accept the above Position Description for Home Support Assessor (Regional Assessment Service).

Signed: ..... Date: ... / ... / .....