

Home Support Assessor

Position Description



Position number:	992
Classification:	Band 6
EA:	Moreland City Council Enterprise Agreement
Department:	Community Development
Branch:	Aged and Community Support
Unit:	Assessment Services
Reports to:	Unit Manager – Assessment Services
Supervises:	N/A
Approved by:	Manager – Aged and Community Support

Organisational values:



Position objectives

- The Home Support Assessment Officer conducts Home Support Assessments that are face-to-face holistic assessments of a person's needs at entry level support and assistance to keep them living independently at home and in their community.
- The Home Support Assessor will work with individuals, carers and families to develop a support plan to reflect the individuals aged care needs, goals and motivations including referrals to Commonwealth Home Support Program funded and non-funded services.

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- The Home Support Assessor will work within a wellness and reablement framework and will provide linking support to vulnerable clients.

Key responsibility areas

- Conduct face-to-face Home Support Assessments for people requiring low intensity or episodic short term higher intensity support at home using the National Screening and Assessment Form (NSAF) within the My Aged Care Portal.
- Undertake assessment activities as scheduled to ensure assessment activity timeframes are compliant with operational requirements
- Develop and maintain comprehensive knowledge of the My Aged Care website and system upgrade changes.
- Create a Goal Directed Support Plan with recommended services and supports based on the client's motivations, goals and needs and associate priority.
- Home Support Assessments are conducted with a reablement focus, and Assessment Officers are responsible for understanding and identifying clients for reablement supports.
- Matching and refer of clients to provider(s) using the online My Aged Care System Service Finder functionality for services under CHSP and to other services outside of the system as required
- Responsible for ensuring all documentation is actioned and maintained in accordance with requirements of the Regional Assessment Service and organisational policies and procedures.
- Utilise the NSAF and Guidelines to determine whether a client is a person at risk of vulnerability and will require linking support (including short term case management) and providing linking support/short term case management for clients with high levels of vulnerability and multiple care needs
- Undertake reviews and reassessments as required.
- Participate in relevant meetings both within Council and externally ensuring that knowledge of Council and external services and programs is up to date, and to form professional relationships for the benefit of client outcomes.
- Develop and maintain a local knowledge base and networks that support clients and contribute to and update the database of available resources, programs & services, and provide accurate information regarding these as required.
- Provide training and support to other staff regarding the Assessment role as required.
- Undertake Work Health and Safety requirements
- Comply with all CHSP/RAS funding, legislation and Home Care Standard requirements.
- Actively manage and be accountable for relevant portfolios as identified.
- Responsible for effective and efficient daily workload planning including travel, documentation and administrative duties.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	<p>Members of the Assessment Services team</p> <p>Members of the Aged and Community Support Services Teams</p> <p>all other Council employees as required.</p>
External Relationships	<p>Clients</p> <p>Residents</p> <p>Referring Agencies</p> <p>My Aged Care Team</p>

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

1. Accountability and Extent of Authority:

- Participate in the preparation, development, implementation and evaluation of Council policies, procedures, protocols and processes as required
- Participate in the preparation, development, implementation and evaluation of Assessment Services procedures, protocols and processes as required
- Responsible for the planning of and that assessments are undertaken in accordance with responsibilities and accountabilities within the allocated timeframes.
- Use independent judgement and problem solving on a day to day basis.
- To be an advocate as required for clients to access supports needed.

2. Judgement and Decision Making:

- Conduct Home Support Assessments according to priority status
- Identify those clients that are vulnerable and require linking support/short term case management.
- Apply decision making alongside the client in the development of support plans which are reflective of client goals and motivations.
- Liaise as required with relevant stakeholders and service providers

3. Specialist Knowledge and Skills:

- Demonstrated experience in working with older people, carers and other supports.
- A good understanding and sensitivity to the needs of people from a culturally and linguistically diverse background and members of the ATSI community.
- An understanding of the particular issues of social and economic disadvantage and homelessness together with other relevant support services relating to complex needs.
- Demonstrated experience, knowledge and understanding the role of the Home Support Assessor within the Regional Assessment Service and the My Aged Care System
- Demonstrated experience, knowledge and understanding of the Commonwealth Home Support Program
- An understanding of State and Commonwealth policy and funding arrangements.
- The ability to operate a personal computer/laptop and understanding of managing and maintaining data base reporting systems.

4. Management skills:

- Ability to manage personal workload, corporate requirements and processes to meet funded guidelines and timeline requirements.
- Responsible for operational level Human Resource Management, including OH&S strategies and risk management

5. Interpersonal Skills:

- Ability to provide a high level of verbal and written communication skills.
- Capacity to work cooperatively with a wide range of individuals in the Aged and Community sector, the general public and all levels of government.
- Strong advocacy and negotiation skills.
- Proven ability to gain co-operation of key stakeholders in the development of service options and policy change

6. Qualifications and Experience:

- Qualifications in an allied health profession or a relevant tertiary qualification relevant experience working with aged clients, or clients with a disability.
- Experience, knowledge and understanding of Client Centred holistic assessments, and the Commonwealth Home Support Program or related environment is highly desirable.
- Demonstrated experience in either case management/care coordination
- Experience or demonstrated understanding of the My Aged Care Gateway.
- Experience working within client reporting management systems.

7. Physical Requirements of the position

The position is both office based and community based, and as such involves significant periods of time working at a desk and with a personal computer. Travel in a car and client visits will be required.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	(x)
-below 10kgs	(x)	()	()	()
Manual handling frequency	()	()	()	(x)
Repetitive manual work	()	()	()	(x)
Repetitive bending/twisting	()	()	()	(x)
Working with arms above head	()	()	()	(x)
Lifting above shoulder height	()	()	()	(x)
Using hand tools – vibration/powerful	()	()	()	(x)
Operating precision machinery	()	()	()	(x)
Close inspection work	()	()	()	(x)
Wearing hearing protection	()	()	()	(x)
Wearing eye protection	()	()	()	(x)
Working in dusty conditions	()	()	()	(x)
Working in wet/slippy conditions	()	()	()	(x)
Wearing Gumboots	()	()	()	(x)
Wearing safety shoes/boots (steel cap)	()	()	()	(x)
Working with chemicals/solvents/detergents	()	()	()	(x)
Washing hands with soap (hygiene)	()	()	()	(x)
Working at heights	()	()	()	(x)
Working in confined spaces	()	()	()	(x)
Working in chillers (+4 degrees C)	()	()	()	(x)
Performing clerical duties	()	(x)	()	()
Working on a keyboard	(x)	()	()	()
Driving cars and/or trucks	()	(x)	()	()

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

- Qualifications in an allied health profession or other relevant community qualification
- Highly developed client centred assessment and care planning skills
- Demonstrated experience or an understanding of My Aged Care Gateway and the Commonwealth Home Support Program
- Demonstrated experience in either case management or care coordination of clients and services would be highly desirable
- High level computer skills including the use of technology such as laptops, mobile phones and on-line portals.
- High degree of drive, initiative, motivation and outcome orientation with the capacity to deal with multiple and conflicting priorities and manage own workload.
- Ability to build and maintain effective internal and external relationships.
- Experience working with a diverse population and building and maintaining effective relationships
- Ability to provide high level verbal and written communication skills.
- Current Driver's Licence