



<b>Position Title:</b> Aged Care Assessor (Comprehensive)	<b>Entity:</b> Independent Living Assessment Inc (iLA)
<b>Reports to:</b> Team Lead – Assessment Delivery	<b>No of Direct Reports:</b> 0
<b>Industrial Instrument / Job Level:</b> Common Law Contract - Tier Professional	<b>Primary Location:</b> Itinerant Worker - client homes, home office and office location (East Perth)
<b>Position Requirements</b>	
<p><b>Primary Purpose</b></p> <p>The overarching goal of an Aged Care Assessor (Comprehensive) is to support individuals with home support or comprehensive care needs to gain skills and confidence to access required services and support to remain living as independently as possible. Where appropriate this may require access to a home care package, respite or restorative care or a residential care service where eligibility requirements are met.</p> <p>The Assessor works as part of a multidisciplinary team to evaluate an individual’s physical, psychological, and social needs and determine their eligibility for aged care services funded by the government.</p> <p>iLA’s Aged Care Assessment Team conduct home support and comprehensive assessments with older people, who seek to access aged care services through face-to-face home visits and/or telehealth. iLA assessors operate with a strong focus on reablement and independence and apply a person-centred approach when working with individuals to identify their needs, priorities and personal goals. iLA supports the personal choice and control of older people through tailored information provision, advice, guidance, and effective referral to appropriate services.</p>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b><u>Health Safety Wellbeing &amp; Environment</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and Work Health and Safety legislation to maintain an appropriate working environment.</li> <li>• Adopt and integrate into daily work routines all safety related work processes, guidelines and checks which support lone worker practices and the health and safety of themselves and others.</li> <li>• Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.</li> <li>• Contribute to a culture that supports wellbeing.</li> </ul>	



### **Functional – Assessment Services**

- Perform comprehensive assessments of older peoples' health, functional status, and social circumstances using Integrated Assessment Tool (IAT) and guidelines to support them to live as independently as possible and evaluate eligibility for aged care services, including home care packages, residential care, short term restorative care program and respite services.
- Use clinical assessments embedded in the IAT to support clinical recommendations and outcomes for clients.
- Complete reviews, recommendations, and support plans either in person or over the phone/video conference with consumers, carers and their family members and health care professionals.
- Update support plans, service bundle and Aged Care Assessment summaries justifying changes or lack of changes and submit to the Assessment Delegate for approval.
- Determine if there is a significant change in the client's circumstances or needs affecting their assessed care needs, goals and recommendations and determine the level of change and priority required in MAC.
- Conduct culturally sensitive assessments for specific groups such as those who may identify as; Aboriginal and Torres Strait Islander, CALD background, the LGBTIQ+ community or vulnerable groups such as Homeless or those with sensory, cognitive, mental health barriers.
- Apply knowledge and understanding of the wellness, reablement and person-centred model of support to facilitate consumer choice and control in developing support plans.
- Collaborate with clients, their families, and other healthcare professionals to ensure support plan meets client's needs and research, explore and develop innovative support care options in partnership with consumers.
- Assist and educate clients in understanding the assessment process, aged care services and eligibility including coordinating linking to appropriate services based on client's care plan through referral and support.
- Coordinate linkage to appropriate support services including community and residential aged care providers to arrange appropriate services based on the client's support plan.
- Undertake remote assessment via telehealth (when required and face to face not possible) within the principles of equality and needs of the client regardless of location, building trust (consider local health services or community care provider, or elder care support being present), timely, quality service, comprehensive assessment and avoid any conflicts of interest.
- Maintain ongoing communication with service providers to ensure the implementation of the care plan.
- Identify the level of funding/package appropriate to the clients' assessed level of needs and incorporate rationale in documented recommendations.
- Consult and engage with authorised Delegates as required to support effective and timely referral outcomes.



- Conduct referral screening, Triage, Assessment Delegation and other designated activities which support assessment service operations as required.
- Maintain and apply knowledge of aged care, disability, mental health and community health care services.
- Stay updated with current best practices, policies, and regulations related to aged care services and participate in training, workshops, and professional development activities.

#### **Remote Assessors (specific)**

- Travel to Perth at least annually for training and in-person professional development.
- Participate in scheduled team meetings and continuous professional development activities via videoconference as required

#### **Operational**

- Build and maintain relationships with customers, and other external stakeholders including members of other assessment agencies, service providers and regulators.
- Contribute to implementation of iLA's overall long-term strategy and operational plans.
- Contribute to, and demonstrate by example, the vision, mission, and values.
- Participate and/or engage in all activities that relate to iLA's strategic initiatives and key issues.
- Identify and implement improvement opportunities and participate in continuous improvement by recommending relevant changes and communicating issues that may affect the organisation.
- Participate in team development and training activities as required including shadowing and mentoring activities of developing assessors.

#### **People & Culture**

- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs and contribute to a thriving remote workforce ensuring members feel connected and supported to deliver aged care assessments throughout Western Australia.
- Role model positive behaviour in the work environment.
- Participate actively with colleagues in the leadership team to deliver integrated business outcomes.
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.

#### **Administration & Reporting**



- Accurately document assessment findings and outcomes including individualised support plans, assessment reports and client interactions in accordance with organisational policies and legal requirements in a timely manner and maintain on relevant database systems.
- Accurately document Triage processes, making a legislative determination on whether the client is eligible for an assessment under the Act and based on the client’s individual circumstance determine whether a Home Support Assessment or Comprehensive Assessment is required.
- Accurately document Delegate processes, reviewing client assessment and support plan recommendations undertaken by Assessors and determining whether the client requires access to Commonwealth-funded aged care services (Home Support and Comprehensive), and if so whether services recommended are appropriate to client need. Approve limit or vary aged care services under the Aged Care Act, including granting of extensions for transitional care and residential respite care.
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and all documentation and associated processes are maintained and accessible in appropriate formats and designated locations.
- Use agreed software and systems to support administrative and data management and retention activities.

**Key Performance Indicators & Measures**

*Indicators of effective performance in the position. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position at a specified point in time.*

**Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"> <li>• Leadership team</li> <li>• Assessment</li> <li>• All other teams in the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers, family members, carers and significant support people of the consumer</li> <li>• Referring agencies, Service providers</li> <li>• ACAT, GP’s, allied health professionals</li> </ul>

**Key Behaviours**

Behavioural competencies or ‘behaviours’ are effectively attributes we display as we carry out our work, and ‘how’. Below identifies **KEY** competencies (6-12 key to the role) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will primarily be in Operational Behaviours.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>
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<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Adaptability <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others (Level 4) <input type="checkbox"/> Delegating Responsibility <input checked="" type="checkbox"/> Decision Making <input checked="" type="checkbox"/> Information Monitoring <input checked="" type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input checked="" type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Agile Approach <input checked="" type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input checked="" type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input checked="" type="checkbox"/> Build Trust <input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Client Liaison <input type="checkbox"/> Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input checked="" type="checkbox"/> Gaining Commitment <input checked="" type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> Organisation & Self-Management <input checked="" type="checkbox"/> Quality & Work Standards <input type="checkbox"/> Results Focused <input checked="" type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> Teamwork <input checked="" type="checkbox"/> Tenacity <input checked="" type="checkbox"/> Problem Solving	
<b>General Assessed at Screening/Interview Process</b>			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
<b>Work Related Requirements</b>			
<b>Knowledge &amp; Skills (Social, Personal &amp; Technical) &amp; Equipment</b>			



*The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position*

- Commitment to providing high level person-centred assessment services and facilitating personal choice and control.
- Knowledge of and/or experience in working in a wellness and reablement approach to assessment and support planning in partnership with older people and the people who support them.
- Proficient use of Microsoft Office suite and ability to pick up new IT systems with average to proficient typing and data entry ability.
- Demonstrated complex problem solving, organisational skills and ability to work autonomously, within a team environment.
- Excellent communication skills with a variety of stakeholders, including clients, families, referrers and aged care service providers.
- Ability to recognise and manage risks to the client and themselves when undertaking Assessments and working remotely.
- Ability to sensitively undertake assessments and communicate clearly and effectively with a diverse client group including those with sensory, cognitive, dementia and mental health conditions and consider alternative service needs for vulnerable people such as the following groups first nations, homelessness, CALD, LGBTI+ and other complex and vulnerable cohorts in accordance with Aged Care Diversity Framework.
- Ability to respond to changing circumstances that may arise in the place of Assessment.
- Ability to prioritise, effectively manage time and meet deadlines, meeting individual and team KPI's in line with Commonwealth contractual key performance indicators (KPIs).
- Understanding of aged care services, including MAC and ACA Program and related guidelines.

#### **Work Experience**

*The type and extent of previous work experience that is necessary to perform in the position*

- Previous knowledge or work experience as a RAS or ACAT Assessor and/or the aged care sector (desirable).
- Previous experience or knowledge on assessment or triage delegation (not-essential, desirable)
- Experience working in the community care sector with people living with a range of diverse needs.
- Experience working within a multidisciplinary team.

#### **Qualifications, Registrations, Clearances & Certifications**

- Tertiary qualification in Nursing, Social Work, Occupational Therapy, or a related health field.
- Registration with relevant professional bodies (e.g., AHPRA for nurses and occupational therapists).



- Up to date Vaccination record in line with Department of Health and Aged Care contractual requirements.
- NDIS Workers Screening Check
- Unrestricted driver's licence and comprehensively insured vehicle

Upon commencement in the role of Aged Care Assessor (Comprehensive)

- Ability to undertake transition training and meet training requirements as specified under MAC Workforce Learning Strategy 2023 (or as amended).
- Ability to undertake Triage and Delegate training and ongoing professional development.

**Extent of Authority**

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Kristy Harper & Lisa Karabin

Date Reviewed/Modified: 10/11/2024

\*All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

**Risk Assessed Role (NDIS Worker Screening Check) No, not required**

Date the role was assessed: 13/08/2024 Assessed By: Lisa Karabin, People & Culture Manager