



Position Title: Assessment Delegate (Clinical)	Entity: Independent Living Assessment Inc (iLA)
Reports to: Team Lead – ACA Team	No of Direct Reports: 0
Industrial Instrument / Job Level: Tier Professional Common Law Contract	Primary Location: East Perth/ Hybrid
Position Requirements	
Primary Purpose iLA's Aged Care Assessment Team conduct face-to-face home support and comprehensive assessments with older people, who seek to access aged care services. The team support individuals with home support or comprehensive care needs to gain skills and confidence to access required services and support to enable them to remain living as independently as possible. 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. In accordance with the Aged Care Act, the assessment delegate will review comprehensive client assessments and support plans to determine if the recommendations for services and funding levels are appropriate to the clients identified level of need and urgency. The delegate will provide client and supporters with required documentation post delegation including notice of decision, support plan and referral code letter.	
Key Accountabilities/Responsibilities <u>Health, Safety, Wellbeing & Environment</u> • Comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment • 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. • Report all incidents/hazards/injuries • Contribute to a culture that supports wellbeing. <u>Functional – Assessment Services</u> • Review client assessment and support plan recommendations undertaken by the Assessor and approve classification types and classification levels under the Aged Care Act 2024. • Ensure aged care recommendations made by the assessor meet the client's needs • Determine if the client requires access to interim supports via the 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 residential respite care. • Engage with assessors and delegates to prioritise clients at risk or require End of Life support • Manage and communicate decisions relating to urgent circumstances including where the older person enters care under urgent circumstances • Notify clients of delegation decisions and the right for review	

- Maintain a thorough understanding of home support and comprehensive assessment processes, application of the Integrated Assessment Tool (IAT) and guidelines, and the Act to enable older people who receive assessment to be supported to live as independently as possible
- Consider when performing delegation functions any culturally sensitive information for clients such as those who may identify as; Aboriginal and Torres Strait Islander, CALD background, the LGBTIQ+ community or stem from vulnerable groups such as Homeless or those with sensory, cognitive, mental health barriers.
- Apply knowledge and understanding of reablement and a person-centred model of support, and consumer choice and control when considering service recommendations and performing delegate functions.
- Assist and educate assessors and other relevant stakeholders including clients in their understanding of the delegation function and process, and how this relates to the Act, aged care services and eligibility.
- Conduct all administrative delegation functions with due care, diligence, honesty and in good faith.
- Review case resolutions to ensure compliance with established standards and procedures. Provide feedback and recommendations for process improvements as needed.
- Maintain and apply knowledge of aged care, disability, mental health and community health care services to the delegation role as needed
- Stay updated with current best practices, policies, and regulations related to aged care services and participate in training, workshops, and professional development activities.
- Participate in scheduled team meetings and continuous professional development activities

Operational

- Contribute to, and demonstrate by example, the vision, mission, and values of iLA
- Build and maintain relationships with customers, and other external stakeholders including members of other assessment agencies, service provider and regulators
- Participate and/or engage in all activities that relate to strategic initiatives and key issues.
- Identify and implement improvement opportunities within the group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation.

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.
- Provide support and guidance to team members as needed. Assist in training new staff on delegation and triage processes and procedures.
- Participate actively with colleagues in the leadership team to deliver integrated business outcomes.
- 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 MAC, organisational and legal requirements in a timely manner and maintain on relevant database systems.
- Provide client and supporters with required documentation post delegation including notice of decision, support plan and referral code letter

• 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. • Participate in internal quality and audit activities associated with the delegation functions and contribute to continuous improvement coaching and process enhancement as required.			
Key Performance Indicators & Measures <i>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 in a specified point in time.</i>			
Key Relationships <i>Key positions or groups with whom the individual will interact to perform the work of the position.</i>			
Internal • Leadership Team • Assessment Team • All other teams in the organisation		External • Consumers, family members, carers and significant support people of the consumer • Referring agencies • GP's, allied health professionals • Service providers	
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 be Operational Behaviours .			
Strategic Behaviours	Leadership Behaviours	Operational Behaviours	
☒ Analytical Thinking	☒ Adaptability/ Agile Approach ☒ Decision Making ☒ Influencing /Negotiation ☒ Digital capability ☒ Stress Tolerance/Resilience	☒ Applied Continuous Learning ☒ Build Trust ☒ Communication ☒ Legislative & Industry Standards ☒ Organisation & Self Management ☒ Quality & Work Standards ☒ Results Focused / Time Management ☒ Safety & Environmental Excellence ☒ Teamwork	
General Assessed			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
Work Related Requirements			
Knowledge & Skills (Social, Personal & Technical) & Equipment			

<i>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</i> • 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 and in a team environment. • Ability to prioritise and meet deadlines, meeting individual and team KPI's in line with Commonwealth contractual key performance indicators (KPIs) • Understanding of aged care services, including My Aged Care and Aged Care Assessment Program and related guidelines.
Work Experience <i>The type and extent of previous work experience that is necessary to perform in the position</i> • Experience and expertise to clinically assess and determine the needs of a client through the Assessment process • Previous knowledge or work experience as an assessor (minimum one year) • Experience working in the community care sector with people living with a range of diverse needs. • Previous knowledge or work experience in the aged care system • Experience working within a multidisciplinary team • Experience working within and upholding legislation, standards, and or professional guidelines relevant to aged care or an associated field.
Qualifications • 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) • Comprehensive Aged Care Assessment Competency • Assessment Delegate Competency (preferred but not essential) • NDIS Workers Screening Check Upon commencement • Completion of recognised assessor training under MAC Workforce Learning Strategy
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: Sarah Easton Date Reviewed/Modified: 18/09/2026 *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