



Position Title: Assessment Triage Delegate	Entity: Independent Living Assessment Inc (iLA)
Reports to: Clinical and Quality Manager	No of Direct Reports: 0
Industrial Instrument / Job Level: Common Law Contract – Tier Professional	Primary Location: East Perth
Position Requirements	
<p>Primary Purpose</p> <p>iLA’s Aged Care Assessment Team deliver client centred, holistic, timely assessments with older people who seek to access Commonwealth funded aged care services. The clinical triage delegate completes an initial short screening with the client or their representative via telephone. During this triage process the client's eligibility, assessment type, priority and the need for urgent services or linking support is determined. As the triage delegate you will be an integral part of the assessment process to ensure delivery of an efficient and effective client experience.</p>	
<p>Key Accountabilities/Responsibilities</p> <p>Health Safety Wellbeing & Environment</p> <ul style="list-style-type: none"> • 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. • 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. • 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. • Contribute to a culture that supports wellbeing. 	
<p>Functional – Triage Services</p> <ul style="list-style-type: none"> • Reviewing information from the registration and screening process • Gathering additional information from the client or their representative over the phone on their individual circumstances • Determining as a delegate under the Act whether the client is eligible for an assessment • Confirming whether the client requires a Home Support or Comprehensive assessment and priority level. • If required, issue urgent referral to a service provider for time limited support assigning the assessment to appropriately qualified Aged Care Assessor; and scheduling the initial aged care needs assessment • Exercise duties as a delegate under the Act with due care, diligence, honesty and in good faith being mindful and accountable for decisions made under the Act • Ensure performance meets the Department of Health and Aged Care (DOHAC) contractual requirements including KPI performance that pertains to the Triage Delegate function • Support Aged care reforms, supporting clients and stakeholders to understand the new aged care needs assessment process and its role in accessing Government funded aged care services. • Collaborate with a multidisciplinary team to evaluate clients' physical, psychological, and social needs and determine their eligibility for government-funded aged care services. 	
<p>Operational</p> <ul style="list-style-type: none"> • Build and maintain relationships with customers, and other external stakeholders including members of other assessment agencies. • Contribute to, and demonstrate by example, the vision, mission, and values • 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.
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.

Administration & Reporting

- 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.
- Document clearly and accurately identified needs and service recommendations for the older adult using tools, templates and the My Aged Care Portal.
- 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, 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 (*with whom the individual will interact to perform the work of the position.*)

Internal

- Assessment Team
- All other teams in the organisation

External

- Consumers, family members, carers and significant support people of the consumer
- Referring agencies, Service providers
- GP's, allied health professionals

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**.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>
<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input checked="" 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"/> Adaptable/ Agile Approach <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing. <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 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"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input checked="" type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity <input checked="" type="checkbox"/> Problem Solving
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Assessed at Screening/Interview Process: Impact, Technical/Professional Knowledge, Job and Organisational Fit

Work Related Requirements

Knowledge & Skills (Social, Personal & Technical) & Equipment

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

- Demonstrated understanding with a minimum of 1 year of community-based support services including assessment, care planning, monitoring, and evaluation processes. (preferred)
- Knowledge and understanding of Aged Care legislation and current reforms (preferred).
- Demonstrated knowledge and/or experience in working with a diverse client group including people who are ageing, people experiencing mental illness, people experiencing homelessness and at risk of, and people with disability and their carers/families (preferred).
- Understanding of aged care services, including MAC and ACA Program and related guidelines.
- Commitment to providing high level person-centred triage 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 prioritise, effectively manage time and meet deadlines, meeting individual and team KPI's in line with Commonwealth contractual key performance indicators (KPIs)

Work Experience: Type and extent of previous work experience that is necessary to perform in the position

- Previous experience or knowledge on assessment or triage delegation (not-essential, desirable)
- Experience working in the community care sector with older people living with a range of diverse needs.
- Experience working within a multidisciplinary team

Qualifications

- Tertiary qualification in Nursing, Social Work, Physiotherapy Occupational Therapy, or a related health field.
- Current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA) or part of or eligible to be part of a relevant professional association.
- 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 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: Sarah Easton, Director – Assessment Portfolio . Approved – Lisa Karabin, P & C Manager
 Date Reviewed/Modified: 24/03/2025

*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: 24/03/2025 Assessed By: Lisa Karabin, P & C Manager