



Position Title: Aged Care Assessors (Home Support)	Entity: Independent Living Assessment Inc (iLA)
Reports to: Team Lead – Assessment Delivery	No of Direct Reports: 0
Industrial Instrument / Job Level: Enterprise Agreement - Level 5	Primary Location: Mobile Workforce
Position Requirements	
<p>Primary Purpose</p> <p>The overarching goal of an Aged Care Assessor (Home Support) is to support individuals through the provision of Home Support Assessments to gain skills and confidence to access required services and supports to remain living as independently as possible. The Assessor will complete Home Support Assessments, and Support Plan Reviews, making service and support recommendations using a person-centred model of support. The Assessor works as part of a multidisciplinary team to evaluate clients' 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 face-to-face and telehealth Home Support Assessments with older people who seek to access aged care services. 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>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Comply with all health, safety and hygiene policies, systems, and OH&S 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><u>Functional – Assessment Services</u></p> <ul style="list-style-type: none"> • Perform Home Support 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 entry level home support services. • Complete reviews, recommendations, and support plans either in person during home visit or over the phone/video conference with consumers, carers and their family members. • Update support plans, service bundle and Aged Care Assessment summary justifying changes or lack of change and submit to the Assessment Delegate for approval • Determine if a significant change in the client's circumstances or needs affecting their assessed care needs, goals and recommendations and whether they require referral for comprehensive assessment. • Conduct Home Support Assessment Delegation and other designated activities which support assessment service operations as required. • 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, families, and other healthcare professionals to ensure the care plan meets the 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
- 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 support plan
- Consult and engage with authorised Delegates to support effective and timely referral outcomes
- Maintain and apply knowledge of aged care, disability, mental health and community health care service
- 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 suppliers, regulators, customers, and other external stakeholders
- Contribute to implementation of Organisation's overall long-term strategy and annual business plans
- Contribute to, and demonstrate by example, the vision, mission, and values
- Participate and engage in activities that relate to the Organisation's strategic initiatives and key issues.
- Identify and implement improvement opportunities and participate in continuous improvement of the wider organisation by recommending relevant changes 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 and Reporting

- Accurately document assessment findings and outcomes, individualised care plans, wellness 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 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 only), and if so whether services recommended are appropriate to client need. Approve, limit or vary aged care services under the Aged Care Act.
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedure and ensure 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 in a specified point in time.

Key Relationships

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

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, Service Providers
- Comprehensive Assessors, 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 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 checked="" type="checkbox"/> Adaptability/ 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 others <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"/> 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

General Assessed

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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Work Related Requirements

Knowledge, Skills & Attributes

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.
- Demonstrate problem solving, organisational skills and ability to work autonomously and within a team
- 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 My Aged Care and Aged Care Assessment 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 an Assessor and/or the aged care sector (desirable)
- Experience working in the community care sector with people living with a range of diverse needs.
- Experience working within a multidisciplinary team

Qualifications

- Certificate IV, Diploma or other qualifications relevant to Human Services or Community Care (desirable)
- Up to date Vaccination record in line with Department of Health and Aged Care contractual requirements.
- NDIS Workers Screening Check

Upon commencement in the role of Non-Clinical Assessor

- Ability to complete Delegate Training (Home Support), transition training and meet training requirements as specified under MAC Workforce Learning Strategy 2023 (or as amended)

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

Date Approved/Modified: 11/10/2024

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

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

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

N/A – Not a risk assessed role for NDIS Provider.