

## Position Description

General details			
<b>Title:</b>	Clinical Home Support Assessor	<b>Classification:</b>	SACSE Level 5
<b>Reports to:</b>	Team Leader	<b>Industrial:</b>	General Staff Agreement or Equivalent
<b>Program / Unit:</b>	Aged Care Assessment Service, Community Services	<b>Location:</b>	Various

### Role Purpose

As part of the Aged Care Assessment Service (ACAS) team, the Clinical Home Support Assessor is responsible for utilising their clinical experience to undertaking comprehensive assessments for people with complex needs to access support via the My Aged Care portal. Home Support Assessors will work with clients, carers and service providers on a day-to-day basis.

### Essential duties and responsibilities

Function	Key Responsibilities	Key Performance Indicators
Functional/ Operational Responsibilities	<ul style="list-style-type: none"> <li>▪ Undertake Comprehensive and Home Support Assessments for clients via the My Aged Care Portal utilising the Integrated Assessment Tool (IAT)</li> <li>▪ Conduct detailed evaluations of existing medical conditions, cognitive function, mobility, and psychosocial needs of clients</li> <li>▪ Assess client's informal supports in relation to long term support needs</li> <li>▪ Provide assessments in client's homes and via phone</li> <li>▪ Assess long term support options and eligibility for substantial aged care services, including residential or home care packages.</li> <li>▪ Advise clients on support options including both funded and non-funded service types</li> <li>▪ Make appropriate referrals based on goals identified by the client</li> <li>▪ Monitor the implementation of client support plans and undertake support plan reviews as required</li> <li>▪ Utilise online assessment tools and be proficient in the use of web-based portal</li> <li>▪ Utilise a wellness approach to assessment delivery</li> <li>▪ Recognise and respond to opportunities for reablement where possible.</li> <li>▪ Develop holistic client support plans to a high standard</li> <li>▪ Undertake short term case management services where required</li> <li>▪ Perform assessment activities and exercise sound judgment and decision-making for funding approvals encompassing clinical judgment</li> <li>▪ Conduct assessment in an outreach capacity in client's homes or via phone as required.</li> <li>▪ Provide consistent delivery of a high standard of care within a quality framework</li> <li>▪ Build relationships with external stakeholders to enhance assessment and service outcomes</li> <li>▪ Compliance with organisational financial procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum 90% of clients have a Comprehensive or Home Support Assessment and finalised support plan within the specified timeframe for their priority rating</li> <li>▪ Deliver 9 Home Support Assessments per week (per 1 FTE)</li> <li>▪ Accurate and timely recording of client data in the My Aged Care Portal and internal reporting mechanisms</li> <li>▪ Support plans and reviews are completed within agreed timeframes and quality standards</li> <li>▪ Evidence of application of extensive knowledge of funded, non-funded services and the Aged Care Sector is applied</li> <li>▪ Regular attendance at team meetings and promotion of the values of the service and advocacy Client</li> <li>▪ Client feedback – meets and/or exceeds expectations</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Coordinate information about local community and other non-funded supports that may assist clients</li> <li>▪ Increase community awareness of My Aged Care and the role of My Aged Care</li> <li>▪ Participate in policy and program development, strategic planning, organisational management and development</li> <li>▪ Work within the ACAS Service Framework</li> <li>▪ Participate in regular supervision meetings</li> </ul>	
Values and Service Excellence	<ul style="list-style-type: none"> <li>○ Role model the values and priorities of Uniting Communities:               <ul style="list-style-type: none"> <li>○ Kind, Bold, and Genuine</li> <li>○ Customer service excellence, advocacy and social justice, resilience and wellbeing, U City Community and a motivated and agile workforce</li> </ul> </li> <li>▪ Deliver service in line with Internal Service Excellence:               <ul style="list-style-type: none"> <li>○ Being of service to others / show you care</li> <li>○ Explore needs holistically and look for opportunities to add value</li> <li>○ Make it easy</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Self-Management and Development	<ul style="list-style-type: none"> <li>▪ Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills and knowledge and utilisation of knowledge and information</li> <li>▪ Display professional personal presentation</li> <li>▪ Undertake personal and technical skills development</li> <li>▪ Role model a positive and proactive results focused 'can do' attitude and behaviour</li> <li>▪ Develop and foster positive partnerships across the business to improve and support business outcomes</li> <li>▪ Be able to operate independently with minimum oversight and direction</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Team Work / Client Focus	<ul style="list-style-type: none"> <li>▪ Work and contribute to a successful team environment</li> <li>▪ Contribute to the team achievement of defined service standards in a safe and trusting environment</li> <li>▪ Co-operate and provide support to team members and managers on day-to-day operational matters</li> <li>▪ Undertake responsibilities that will positively contribute to the Community and Uniting Communities' Vision</li> <li>▪ Deliver high-level customer service to our internal and external customers and departments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Compliance and Risk Mitigation	<ul style="list-style-type: none"> <li>▪ Ensure compliance and provide a safe and equitable workplace by adopting safe work practices, following procedures and policies and respecting and appreciating diversity</li> <li>▪ Ensure compliance with all statutory, legal and ethical obligations and compliance audits</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback –</li> <li>▪ All compliance and audit requirements are met</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Identify and implement risk minimising strategies and practices</li> <li>▪ Managers/Supervisors will support employees who are injured at work, ensuring ongoing communication and assistance with RTW claims as required.</li> </ul>	
<b>Selection criteria</b>		
	<b>Essential</b>	<b>Desirable</b>
Training / Qualifications	<ul style="list-style-type: none"> <li>▪ Tertiary qualifications in a health-related discipline directly related to health, aged care, or related specialist area – such as a Registered Nurse, Occupational Therapist, Physiotherapist, Social Worker with current AHPRA Registration or eligibility for AASW Membership</li> <li>▪ Hold or be willing to undertake MAC Learning Certification and additional training modules as required</li> <li>▪ All compulsory training completed within the required timeframe and obtaining and maintaining Assessor approval at all times.</li> </ul>	
Experience / Knowledge	<ul style="list-style-type: none"> <li>▪ Knowledge of the Aged Care and Community Care Sector</li> <li>▪ Understanding of the physical and psychological aspects of ageing</li> <li>▪ Understanding of and a commitment to the 'Positive Ageing' philosophy incorporating a wellness approach</li> <li>▪ Experience working with Aboriginal people, families, and communities</li> <li>▪ Experience using computer-based assessment or client data management tools</li> <li>▪ Experience working in remote and very remote communities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of loss and grief</li> <li>▪ Ability to work with a trauma informed approach</li> <li>▪ Experience working with and an understanding of the issues facing other special needs groups such as CALD &amp; LGBTI</li> </ul>
Skills / Abilities	<ul style="list-style-type: none"> <li>▪ Excellent written and oral communication skills</li> <li>▪ Ability to communicate and engage with a wide range of people</li> <li>▪ Ability to manage competing priorities and multitask</li> <li>▪ A strong and ethical customer service approach</li> <li>▪ Ability to work independently with minimal supervision</li> <li>▪ Demonstrated skills, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way, or the capacity to develop these</li> <li>▪ Operate with a continuous improvement approach.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Second language</li> <li>▪ Sound Knowledge in using Microsoft Outlook</li> <li>▪ Proficiency in using smart phone technology</li> </ul>
Licenses / Certificates	<ul style="list-style-type: none"> <li>▪ Maintenance of a full, unrestricted Driver's License</li> <li>▪ National Police Check</li> <li>▪ Vulnerable Persons Check</li> <li>▪ First Aid Certificate</li> </ul>	

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### Special conditions

- Where we have concerns that your level of fitness is adversely affecting your job performance, we may require, at our cost, that you submit to a Fitness Capacity Evaluation to ensure that neither you nor a fellow staff member nor a client are placed at risk of injury.
- Duties of the position may vary according to business needs.
- Work from any other metropolitan or regional location as required.
- Child Safe Environment training to be attended every 3 years.
- Regular intrastate travel is a requirement of this role.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Copy of My Commitment to Uniting Communities for all positions at Uniting Communities attached.

## Position Description

### MY COMMITMENT TO UNITING COMMUNITIES

At Uniting Communities, everyone works as a team to ensure the following:

#### 1. ACCOUNTABILITY

- Work within the vision and values and policy framework of Uniting Communities.
- Participate in the development of policies, procedures and work instructions as directed.
- Delegate authority and responsibility as defined within the Delegations of Authority Policy.
- Managers and Clerical staff will ensure organisational policies, procedures and relevant standards are adhered to, in relation to administrative and financial operations and observe the delegations as outlined in our organisational policy.
- Supervisors will ensure a safe and respectful workplace for all staff.

#### 2. WORK HEALTH SAFETY

- Cooperate with all policies, procedures and work practices and maintain currency of knowledge in relation to Work Health and Safety.
- Take reasonable care for your health and safety and for the health and safety of others.
- Follow all reasonable instructions given by management.
- Supervisors will ensure work is performed in a safe way and policies, procedures and safe work practices are observed for all staff.

#### 3. EVERYDAY COMMUNITY ENGAGEMENT

- Examine, develop and encourage ways to reach out and involve clients you work with in their communities, and communities in the work with our clients.
- Seek ways in which to enable people to reconnect with community.
- Facilitate community in its various forms and guises, to embrace and include all of its members.
- Assist in the achievement of Uniting Communities' overall goal to build a society which is compassionate and better able to support and care for its members and enables all people, regardless of their background or disadvantage, to participate and to flourish.
- Supervisors will support staff members working with clients by examining and implementing Everyday Community Engagement approaches core to our everyday activity in a form relevant to the work of that service.
- Supervisors will ensure that staff members understand the role of Community and that every staff member has the capacity to apply an Everyday Community Engagement approach to their everyday work by providing training, supervision and support with this aim in mind.

#### 4. SAFE ORGANISATION FOR CHILDREN AND OTHER VULNERABLE PEOPLE

- Familiarise self and adhere to organisational policies and procedures in relation to children, young people and vulnerable adults.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and other vulnerable people who come into association with the organisation.
- Supervisors will ensure child safe requirements are handled as part of supervision processes.

#### 5. NET ZERO 2035

- Support and embrace Uniting Communities' emissions reduction commitment, minimising environmental impact in the performance of your role, supporting and encouraging staff to do likewise.