

Position Description			
Name		Date	19/01/2022
Position Title	Assessment Officer Aged Care Assessment Service (ACAS)		
Department	<b>Aged Care and Regional Assessment Service</b>		
EBA / Award	Dependent on discipline of successful applicant. Choose an item.		
Classification	Dependent on discipline of successful applicant. 0.7 EFT / 53.2hours per fortnight. 7 days per fortnight (actual days to be confirmed). Part time fixed term (30/6/2023) Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Based in Wangaratta or Wodonga (but additional travel to other GH sites as required).		
Reporting to	Program Manager Aged Care and Regional Assessment Service.		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	GH staff, including Business Services, Quality, Risk/Compliance and People Working Well roles ACRAS Administration Assistants ACRAS Intake Worker ACRAS Assessors		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following; Clients / Residents/ Inpatients, and their Representatives. <ul style="list-style-type: none"> <li>• East Hume Region Acute, Sub Acute, Small Rural, and Private Hospitals.</li> <li>• East Hume Region Private and Public Residential Aged care facilities.</li> <li>• Hume region Home Care Package, Transition Care Programme, and Short Term Restorative Care Programme Providers.</li> <li>• East Hume Region Commonwealth Home Support Programme (CHSP) Providers.</li> <li>• Other Service Providers including Carer services, Disability services, Mental health services,</li> <li>• General Practitioners and Specialists</li> <li>• Office of the Public Advocate</li> <li>• My Aged Care Contact Centre.</li> </ul>		
Program Information	<p>The Commonwealth Aged Care Assessment Program (ACAP) has the responsibility for approving people for Australian Government subsidised care and is delegated under the Aged Care Act. The ACAP is an important and integral part of Australia's aged care system. The objective of the ACAP is to comprehensively assess the care needs of frail older people and to facilitate access to available care services appropriate to their needs. In meeting this objective, ACASs determine eligibility for a range of Australian Government subsidised aged care services.</p> <p>The ACAS at GH - provides comprehensive assessment, information, advice, and assistance to referred clients including carers. The Assessment Service covers the</p>		

	<p>Northeast Hume Region incorporating the Alpine Shire, City of Benalla, Indigo Shire, Mansfield Shire, Towong Shire, Rural City of Wangaratta and City of Wodonga.</p> <p>Both the ACAS and the Regional Assessment Service (RAS) for Indigo Shire and City of Wodonga are integrated in the ACRAS at GH.</p> <p>Both assessment programs operate using the My Aged Care Assessor Portal.</p> <p>The Commonwealth Aged Care Assessment Program which incorporates both ACAS and RAS programs is funded at GH to 30/6/2022 however the Department of Health Victoria has indicated the program will be continuing until 30/6/2023, at which time the Commonwealth envisages a transition to a yet to be determined assessment model.</p>
<p><b>Purpose of the role</b></p>	<p>This position plays a pivotal role in the delivery of the Aged Care Assessment Program (ACAP). The focus of the role is to conduct assessments to work out whether an older person is eligible for government-subsidised aged care. Assessors visit the older person's home or hospital to:</p> <ul style="list-style-type: none"> <li>• understand the person's care needs</li> <li>• decide on the types of services they may be eligible for</li> <li>• create a support plan based on their care needs</li> </ul>
<p><b>About Gateway Health</b></p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p><i>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We <b>contribute to creation of</b> a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and</p>

	<p>support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
<p><b>Key Responsibilities and Accountabilities</b></p>	
<p style="text-align: center;"><b>Role Specific</b></p>	
<ul style="list-style-type: none"> <li>• Deliver timely, nationally consistent comprehensive assessments of a high quality.</li> <li>• Ensure that older people from special needs groups have equitable access to assessment services.</li> <li>• Ensure that assessments of older people are holistic, incorporating physical, medical, psychological, cultural, social, environmental and wellness dimensions.</li> <li>• Involve clients and their carers, representatives and other service providers (where appropriate) in assessment and care planning processes.</li> <li>• Deliver tailored support plans that improve the health and wellbeing of older people, are based on a client's goals and current care needs and consider wellness and reablement approaches.</li> <li>• Facilitate access to the combination of Commonwealth subsidised and non-subsidised aged care services that best meet the assessed needs.</li> <li>• Assist clients to remain in the setting most appropriate to their needs and that prevents premature or inappropriate admission to residential care.</li> <li>• Provide short-term linking assistance or care coordination to vulnerable clients to address barriers that affect their access to aged care services.</li> <li>• Facilitate informed consumer choice and direction.</li> <li>• Engage, communicate, and share information with networks to facilitate effective referral pathways.</li> <li>• Conduct comprehensive and holistic assessments of referred clients and carers.</li> <li>• Work within and apply a legislative framework to determine client/carers eligibility criteria for care types, using the principles of good decision making.</li> <li>• Perform client file system related assessment and electronic tasks using the My Aged Care Assessor Portal (access to the Portal is arranged on commencement of employment).</li> <li>• Professional telephone manner.</li> <li>• Demonstrated high level proficiency in the use of IT systems including Microsoft Office (Outlook, Excel, Word/typing skills), and electronic client management systems.</li> <li>• Ensure client confidentiality and privacy is maintained in accordance with relevant legislative and legal requirements.</li> <li>• Acceptance and a non-judgmental attitude with respect for others.</li> <li>• Participation in regular performance reviews and appraisals.</li> </ul>	

- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software
- Complete all program specific assessment and administrative tasks within the required timeframes.
- Complete all mandatory training requirements for the role.
- Active participation in Professional Development.
- Active participation in specific clinical supervision.
- Completion of Mandatory training
- Provision of courteous service to clients, colleagues and the broader community.

### People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the ACRAS team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.

### Technical Skills / Industry Knowledge

- Maintain continued professional development as required for specific discipline registration.
- Complete Mandatory training including My Aged Care training requirements within the required timeframes.
- The provision of evidence based practice.
- Participate in monthly team case conferencing with visiting Geriatrician and also interim case conferencing within the multidisciplinary team.

### Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- As this position is within a community health service the occupant may be asked to be temporarily redeployed to meet the Health Service's responsibilities in the event of a disaster or emergency. Any such changes will be made in consultation with the occupant.

### Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

### Key Selection Criteria

**Applicants MUST address the Selection Criteria below when completing an employment application**

1. Behaves in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Occupational Therapy, Physiotherapy, Nursing or Social Work and considerable clinical experience in a health related field.
3. Registered with AHPRA as appropriate.
4. Demonstrated experience and knowledge of aged care, community service provision and working with carers.
5. Ability to work in a multidisciplinary team, as well as ability to work as a sole practitioner.
6. Highly developed verbal and written communication skills.
7. Competent ICT skills, including the efficient use of mobile computing and electronic client information entry into applications during face to face and telehealth assessments.
8. Must have knowledge of My Aged Care and be able to use My Aged Care portal/s.

#### **Desirable:**

9. Post graduate qualifications in Gerontics, or related field.
10. Broad knowledge of the Aged Care Industry and Aged Care Act 1997 requirements.
11. Knowledge of Restorative Care & Rehabilitation, and Wellness & Reablement Care.

#### **Mandatory Requirements**

1. Current Australian Drivers Licence or accepted International Drivers licence to be able to deliver service across catchment.
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
3. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**  
(print name):

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**Employee**  
**Signature:**

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**Date:**

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