



# Position Description

## Home Support Assessor, Regional Assessment Service

### Wesley Mission Home and Residential Care

October 2022

#### Agreement

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Signed-Manager

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Signed-Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Home Support Assessor (Regional Assessment Service) Draft

Wesley Mission Home and Residential Care

## 1 Purpose of role

The key purpose of this role is to undertake holistic assessment services underpinned by a wellness and reablement approach encouraging clients to continue living independently in the community of their choice.

## 2 Relationships

Reports to: Team Leader, Regional Assessment Service

Direct reports: Nil

## 3 Major role responsibilities

### 3.1 Our clients

- Utilise the mandated National Screening and Assessment Form (NSAF) tool and any other specifically mandated tools to ensure a consistent, holistic and goal-orientated wellness approach to client assessment and review
- Review client screening, notes, associated attachments and complete risk assessment prior to undertaking a client assessment to capture key information prior to visiting the home
- Ensure Proof of Identification of the client is verified prior to undertaking the assessment
- Seek and gain informed consent from the client (or authorised representative) using the My Aged Care Assessment Consent Form, including gauging whether the client has the capacity to understand and communicate their consent
- Ensure holistic assessment is undertaken, focussing on client strengths and abilities in order to optimise health outcomes, independence, wellness and self-reliance
- In consultation with the client, develop the Support Plan which ensures clients are matched and referred either a service provider or for a comprehensive assessment to meet their specific needs and goals.
- Complete other RAS activities as required, including completing support plan reviews, promoting and supporting clients to engage in a reablement model and providing linking services where required
- Initiate linking service support activities for clients identified as having complex needs or vulnerabilities which may prevent them from being able to live well in their community of choice or limit their access to services.
- Undertake short term advocacy, case management or care coordination services as required to provide episodic assistance in overcoming barriers and linking clients to appropriate service providers and supports both within and outside of the aged care sector.
- Work with the client to identify whether they would benefit from a reablement approach to home support services and if applicable work with them to develop service solutions within the support plan to promote independence.

#### 3.1.1 Performance Measures

- The My Aged Care Assessment Consent Form is completed for each client, with consent obtained from the relevant person and is uploaded to the client's My Aged Care record.
- NSAF and Support Plan are completed and provided to clients in timely manner
- Feedback from clients indicates satisfaction with assessment process

- Home Support Assessor specific KPI's (KPI's 2,3,4 and 5) are within individually agreed parameters
- Audits completed using the Self-Audit Tool show agreed benchmarks are being met.

### **3.2 Our people (our team)**

- Ensure a safe and healthy work environment through identifying and reporting hazards, incidents and accidents using organisation and program specific tools
- Comply with Wesley Mission and RAS management systems, standards and guidelines to ensure a safe workplace for yourself, the team and clients.
- Ensure effective and efficient daily workload planning including travel, documentation and administrative duties
- Ability to work unsupervised, including in remote areas, safely, confidently and to make decisions in a timely, independent manner
- Maintain currency of skills and knowledge relevant to managing clients with complex needs and clients with special needs as identified in the Aged Care Act
- Report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Good use of technology including using systems such as but not limited to the MAC portal, COA Connect, GEAT2GO portal
- Participate in the building of a positive workplace culture through effective communication with other team members.

#### **3.2.1 Performance Measures**

- All documentation is appropriately completed and stored as per Wesley Mission and RAS guidelines
- The Pre-Home Visit Checklist is completed and uploaded to relevant data bases prior to all home visits.
- Essential training is completed in a timely and satisfactory manner
- Workload planning supports positive outcomes for the team and clients

### **3.3 Our operations**

- Organise and undertake assessment activities to ensure assessment activity timeframes including response times are compliant with operational requirements
- Maintain and develop comprehensive knowledge and a strong understanding of funded and non-funded regional service providers, service options and support agencies
- Develop comprehensive working knowledge of the My Age Care website, other relevant websites and internet search engines to match clients to appropriate preferred services providers, prioritised service providers or non-funded service providers
- Promote Regional Assessment Services through profile building opportunities including interagency meetings and other relevant events and forums
- Participate in audits and continuous improvement activities as directed by your manager
- Participate in program and organisation meetings, training sessions and coaching.

#### **3.3.1 Performance Measures**

- Internal audits of work outcomes indicate agreed and legislative standards are met
- KPI's are met

### **3.4 Our financials**

- Achieve agreed number of completed assessments within agreed timeframes

#### **3.4.1 Performance Measures**

- Agreed number of assessments completed

## **4 Professional responsibilities**

- Undertake other activities to support the delivery of the Wesley Home Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- Be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with during employment
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your manager
- Participate in Wesley Mission's Orientation program, to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Participate on an annual basis in Wesley Mission's Employee Contribution and Development process
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- This position requires a mandatory National Police Check for working with vulnerable people (including children) to be conducted every 3 years.

## **5 Selection criteria**

To be successful in this position, candidates must possess the following:

### **Essential skills/knowledge**

- Demonstrated experience in aged care, assessment and/or coordination of services
- Ability to build and maintain effective internal and external relationships
- High degree of drive, initiative, motivation and outcome orientation, with the capacity to deal with multiple and conflicting priorities
- Well-developed negotiation, facilitation, communication and presentation skills
- Good computer skills including proficiency with MS Word Office programs and the ability to learn and use program specific tools

### **Desirable skills/knowledge**

- Tertiary qualifications and/or relevant experience in working in aged care/ community services
- Successful completion of the following mandatory training:
  - Statement of Attainment in My Aged Care – Home Support Assessor;
  - National Screening and Assessment Form (NSAF) and Systems Training;
  - Self-Paced Learning Experiences for:
    - Working with Aboriginal and Torres Strait Islander People;
    - Working with Culturally and Linguistically Diverse People;
    - Working with Forgotten Australians/Care Leavers in My Aged Care;
    - Working with Carers and the Care Relationship and Resilience and Professional Practice
- Unrestricted Australian Driver's License