Position Description

Position	Aged Care Assessor
Employer	Blue Sky Community Services
Reports to	Manager: Aged Care Assessments
Responsible to	Executive Manager: Service Delivery and Quality
Organisational Team	This position sits within the service delivery stream of the organisation within the Aged Care Assessment Team
Positional Context	Blue Sky Community Services is delivering the Aged Care Single Assessment Service in partnership with My Aged Care and Community Options Australia. The Aged Care Assessor service: - provides person-centred, comprehensive, timely and high-quality assessments that empower participants to access Commonwealth-funded aged care services to achieve outcomes across a broad range of key areas - engages in wellness and reablement-focused supports to ensure that participants are able to live as independently as possible in their homes - provides short-term linking services to people who may need additional care to source and engage supports related to their care needs - builds the capacity of the community to understand the Aged Care system and associated services.
Position Overview	This position plays a pivotal role in supporting people who are older, their families and carers and the broader community, to ensure older Australians are included and valued, are able to participate in and contribute to community life, and are connected to the resources, services and supports they need to sustain an independent life.
Qualifications and Experience	Tertiary qualifications in a health-related discipline directly related to health, aged care or a related specialist area, e.g. registered nurses, medical officers, occupational therapists, social workers. Current registration with Australian Health Practitioners Regulation Agency (AHPRA) or membership of (or eligibility to become a member of) a relevant professional association. Relevant experience in working with older Australians.

Blue Sky Community Services places high value on creating a workplace where everyone belongs and is valued. We are committed to social inclusion and acknowledge and value diversity. We believe that the make-up of our workplace should reflect the diversity of the communities we work within. We therefore strongly encourage people from diverse backgrounds and cultures, and people who have lived experience of disability, to work with us.

Organisational Competencies

Organisational Alignment

Values and Culture Alignment	Demonstrates behaviour, attitudes and practice that are in strong alignment with the organisation's vision, values and code of conduct.
Compliance	Complies with organisational policies, procedures, delegations of authority and systems.

Professionalism

Professional Standards and accountability	Demonstrates professional behaviour, standards and accountability.
Professional Obligations	Demonstrates a sound understanding of, and complies with, professional obligations and duty of care, including complying with privacy obligations.

Effective Working Skills

Record Keeping and Reporting	Complies with positional record keeping, documentation and reporting obligations to required timeframes.
Time and Resource Management	Demonstrates very good organisational, prioritisation, time and resource management skills.
Technology	Demonstrates confidence and competence in using the technology required in the role.

Safety and Risk Management

Work Health and Safety Compliance	Consistently complies with work, health and safety and risk management obligations, instructions, policies and procedures and systems.
Workplace Safety	Demonstrates a zero tolerance of bullying, harassment and discrimination.
Child Safety	Adheres to Child Safe Standards, practices and National Child Safety Principles.

Effective Communication

Communication	Demonstrates very effective communication skills.
Emotional Management	Demonstrates very good emotional intelligence and emotional regulation.

Relationship Management

Internal Relationship Management	Demonstrates very good relational, interpersonal and teamwork skills.

External Relationship Management	Builds and maintains strong, positive and beneficial stakeholder relationships.
Participant Relationship Management	Establishes and maintains effective and professional working relationships and boundaries with participants.
Customer Service	Demonstrates excellent customer service.

Continual Improvement and Development

Continual Learning and Development	Demonstrates continuous learning and development.
Continuous Quality Improvement	Demonstrates continuous quality improvement.
Feedback and Complaints	Demonstrates effective complaints and feedback handling.
Service Evaluation	Actively contributes to organisational and service evaluation and feedback processes.
Change Adaptation	Keeps abreast of changes, and proactively and positively adapts to change.

Knowledge and Practice

Evidence-based Knowledge and Practice	Demonstrates a sound working knowledge of underpinning knowledge and practice of service being delivered.
Inclusive Knowledge and Practice	Demonstrates a strong commitment to human rights. Fosters inclusion. Demonstrates cultural competence.
Outcome and Output Achievement	Achieves or exceeds positional outcomes and outputs and key performance indicators to required timeframes.

Positional Competencies

Knowledge	- Demonstrates a very good working knowledge of the Aged Care system and its services. - Demonstrates a very good understanding of the Aged Care Assessment process and associated assessment tools. - Builds and maintains up-to-date extensive knowledge of services, supports, linkages and other resources available to people who are ageing, within the Aged Care system, within the broader service system, and within the community.
Practice	- Demonstrates practice that is person centred, solutions focused, wellness and reablement focused and culturally appropriate and safe. - Proactively identifies risk factors and implements strategies to ameliorate risk. - Positively promotes the Aged Care Assessment process and communicates its goals, activities, processes and functions correctly and confidently. - Provides information and communications in a timely manner. - Communicates realistic expectations. - Provides relevant information about available supports, services and options.

	- Provides face-to-face assessment supports and services wherever possible.
Completion of Assessments and Provision of Linking Services	Provides high quality, consistent services and access to supports to achieve the key outcomes below: - **Appropriate Care and Services:** Coordinating and facilitating access to the most appropriate type and level of aged care and other support services that best meet the participants' assessed care needs. - **Independence and quality of life:** Maximising participants' independence and quality of life by adopting a Wellness and Reablement approach to Assessment Services, and facilitating participant access to time-limited interventions where appropriate, prior to considering a Referral for Services. - **Timely Access:** Providing efficient and effective Assessment Services including appropriate Referral for Services pathways, and proportionate assessment processed in line with participants' needs, and consideration of other service systems. - **Equitable Access:** Ensuring equitable access for participants including those from diverse groups. - **Supported Access:** Ensuring participants are treated with dignity and respect and supported through the aged care system, telling their story once and experiencing continuity in accessing aged care services. - **Quality:** Ensuring participants are assessed by an appropriately qualified, trained and supported workforce that provides quality assessments, in line with the Aged Care Assessment Quality Framework, incorporating clinical governance requirements, in a manner that is effective and face-to-face wherever possible. - **Comprehensive:** Ensuring participants receive a holistic assessment which applies team-based and multi-disciplinary approaches, involving nurses, allied health and medical professionals, as required. - **Consistency:** Ensuring participants receive consistent and accurate assessments taking in to account the diverse needs of each individual. - **Responsive:** Ensuring participants' needs are reviewed as they change, enabling the participant to make informed choices about their care and services, planning a participant's care and services in partnership with the participant and their representatives.
Administrative Tasks	- Completes required administrative work within required timeframes including ensuring assessment data, documentation, notes and records are accurate, well written and up to date. - Recognises and manages risks to participants and themselves when undertaking assessment and providing supports. - Ensures the issuing and collection of participant satisfaction surveys to inform continuous quality improvement.