

Austin Health

Position Description



Position Title: **Home Support Assessor - Heidelberg Aged Care Assessment Service**

Classification:	Home Support Assessor, Administration Officer HS2
Business Unit/ Department:	Aged Care Community Programs Continuing Care Division
Work location:	Based at Heidelberg Repatriation. Requires travel to undertake community visits
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Fixed-Term Part-Time
Hours per week:	24
Reports to:	Manager Aged Care Community Services
Direct Reports:	Nil
Financial management:	Nil
Date:	September 24

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Position Purpose

The Home Support Assessor is a non-clinical role that works alongside clinical assessors as a component of the My Aged Care (MAC) assessment workforce. The Home Support Assessor will provide phone, telehealth and in home (face to face) assessments of clients referred via the MAC Gateway using the Integrated Assessment Tool (IAT).

On completion of the IAT The Home Support Assessor will refer clients to appropriate services, and may also follow clients over a period of time if they require some coordination of service linkage and have reablement (short term support to assist client to learn new skills or re-learn skills needed for independent living) needs.

The Home Support Assessor will be required to undertake mandatory Commonwealth Training and onboarding to support the required level of competency to undertake the role.

About Aged Care Community Programs

The position is located in the Aged Care Department of the Continuing Care Division at the Heidelberg Repatriation Hospital.

The Aged Care Community Programs include the Heidelberg Aged Care Assessment Service (ACAS) which will soon transition to the Heidelberg Single Assessment Service under the Aged Care Reforms, Austin Health Transition Care Program and the Austin Health Restorative Care program.

Heidelberg Aged Care Assessment Service (ACAS)

The Heidelberg ACAS undertakes My Aged Care comprehensive assessments for Commonwealth Government subsidised services (Residential Care, Residential Respite Care, Home Care Packages, Transition Care and Short-Term Restorative Care) in both hospitals and in the client's home.

It is a service that helps older people and their families make decisions about the services that they need to remain at home safely. The community catchment for Heidelberg ACAS is Southern Banyule.

From early December we will transition to the single assessment model where we will also provide assessments for home support to clients in the community.

Austin Health Transition Care Program (TCP)

Austin Health has 52 packages in total, offering clients home or residential based support based at Twin Parks Aged Care facility. The aim of TCP is short-term interventions

for older people at risk of inappropriate extended hospital stays and/or at risk of premature admission to residential care.

Austin Health Restorative Care Program (RC)

Restorative Care provides 8 residential care based packages at Twin Parks Aged Care facility and 1 community based package to assist people who have been discharged from Austin Health.

Purpose and Accountabilities

Role Specific:

- Provide kind and courteous client contact and support.
- Undertake screening and assessment of clients using the IAT.
- Work with each client +/- their representative to establish individualised goals
- Populate and document an individualised support plan, and where required work with the client and/or their representative using the MAC Service Finder to help match the support plan to the client needs
- Generate referrals electronically through MAC
- Achieve and maintain the required level of competency required for Home Support Assessors as per Commonwealth requirements
- Identify clients who would benefit from a reablement approach to home support services and provide a coordination role to ensure that all services in the support plan are linked to a provider and that the client is supported to achieve their reablement goals.
- Consistently achieve the required assessment volume of 10 assessments per week (or equivalent for a part-time employee)
- Work under the supervision of an ACAS clinician
- Participate in monthly team meetings and other meetings as required
- Actively participate in supervision
- Any other duties as delegated by Team Leader or Manager.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person centred care.

- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection Criteria

Essential Knowledge and skills:

- Sound computer literacy skills
- Current Victorian Drivers license
- Ability to work independently as well as within the multidisciplinary team
- Ability to communicate effectively in both written and verbal forms
- Demonstrated ability to manage time and prioritise competing demands to achieve set objectives.
- Demonstrated ability to engage in reflective practice
- Demonstrates integrity, respectfulness and inclusiveness

Desirable but not essential:

- Second language.
- Previous experience working in a healthcare environment

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	