

Position Description

Position Title	Non Clinical Aged Care Needs Assessor
Position Number	30028271
Division	Community and Continuing Care
Department	Aged Care Assessment Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employer) Enterprise Agreement 2021- 2026
Classification Description	Community Development Worker Class 2A (Year 1 to 11)
Classification Code	XV10 – ON14
Reports to	Aged Care Assessment Service Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Community & Continuing Care

The **Community and Continuing Care Division** provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The **Community Services** team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Aged Care Assessment Services Department

Non Clinical Aged Care Needs Assessors will deliver Home Support Assessments and Clinical Aged Care Needs Assessors will deliver both Home Support Assessments and Comprehensive Assessments. Clinical Aged Care Needs Assessors will determine eligibility for Commonwealth subsidised services including Home Care Package (HCP), Short Term Restorative Care, Residential Respite, Residential Care, Transition Care Program (TCP), and services through the Commonwealth Home Support Programme (CHSP). Non Clinical Aged Care Needs Assessors will determine eligibility for CHSP. From the 1st July 2025, assessors will determine eligibility for the Support at Home Program. The aim is to help older people live as independently as possible with a focus on reablement.

The target group is people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people). The program also includes support services for prematurely aged people on a low income, 50 years or over (45 years or over for Aboriginal and Torres Strait Islander people) and are homeless or at risk of homelessness.

Where possible, and with the person's consent the carer, family and/or nominated representative will be present at the assessment and assist with the development of a care plan.

During the assessment, the assessor and client will work together to establish a support plan that reflects the client's strengths and abilities, areas of difficulty, and the support that will best meet their needs and goals. This will include the consideration of formal and informal services as well as reablement pathways where appropriate. Dependent on the needs of the service, you may be requested to undertake others duties including delegation, triage delegation, needs reviews and triage of referrals as required.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

This position provides non-clinical home support assessments to older people across the Aged Care Planning Regional, VIC 3 which encompasses Loddon Mallee, Grampians and Loddon Mallee. The position will require travel for face to face assessment as well as other modes such as telehealth or phone. The location of your work can and will change from day to day and you will be required to travel to the location of assessments.

The Non Clinical Aged Care Needs Assessor reports to the ACAS Manager. This is a non-clinical role that works along Clinical Aged Care Needs Assessors as a component of My Aged Care Single Assessment workforce. The Non Clinical Aged Care Needs Assessor provide assessments to older people within the scope of My Aged Care.

Responsibilities and Accountabilities

Key Responsibilities

- Conducting holistic, strengths based assessment of individuals using designated tool/s.
- Identify client's current level of independence and functioning by addressing the client's potential for reablement and providing information about options and choices appropriate to meet their needs
- Provide a consistent, equitable, high standard and timely home support assessment to older people, following established processes based on the Commonwealth guidelines
- Create support plans using goal and values based planning to understand what is important to the client and develop ways to achieve the outcome through a range of strategies, supports and connections.
- Identifying need in relation to formal services and where appropriate, referring to organisations providing support services in line with Commonwealth and/or State Government programs.
- Submitting accurate and timely documentation via digital tools.
- Working with autonomy and independence whilst also working as part of a wider team of assessors. Work to timeframes to achieve Key Performance Indicators (KPI's) (including but not limited to consistency and quality of assessment, quantity of assessment per week, reablement and linkage outcomes).
- Contribute to your team and positive practice, through team meetings
- Meeting any minimum mandatory requirements of this role.
- Work in your scope of practice and seek help where required.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- When required, participate and mentor new staff.

- When required, attend/present at case discussion.
- Liaise and escalate as required to clinical staff to support finalisation of assessment when requiring clinical input.
- Participate in supervision.
- Responding to Requests for Support Plan Review/Needs Review
- Screening to determine eligibility for an Aged Care Assessment
- Referring Client for an Aged Care Assessment
- Triaging a Referral for Assessment
- Delegate Services under the Act

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Qualification/s

1. A minimum Certificate III or IV in Health or Community Services (or working towards)

Essential

2. Interest in working with older people using strengths-based approach
3. Excellent interpersonal skills including customer services and maintain positive stakeholder relationships
4. Effective organisation, time management and administration skills.
5. An ability to respond to changing circumstances that may arise.
6. Demonstrated high level computer skills inclusive of the Microsoft Office suite, data entry, emails and an ability to adapt to changing ICT demands. Use of the Integrated Assessment Tool, its APP and mobile devices in the field is required
7. Demonstrated ability to manage time and prioritise competing demands to achieve specific and set objectives in the most efficient way possible
8. Commitment to providing excellent service including the ability to work with clients and their families to identify and develop their goals and ensure a reablement approach
9. Demonstrated experience working within the Aged Care sector with frail aged people
10. Demonstrated understanding of health and issues related to ageing, including issues facing carers
11. An ability to recognise and manage risks to the client and the Assessor in undertaking assessments.

Mandatory Requirements

This position will be required to undertake mandatory Commonwealth training and on boarding to support the required level of competency to undertake the role.

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.