

# Clinical Assessor - Delegate

## Position Description

### About ACNA

Our charter says...

Access Care Network Australia provides assessment, coordination and case management services to connect eligible people with supports that build on their strengths.

But don't let the jargon fool you. We're in business to change lives. We do that by helping our clients (and their families) get the support they need to live life their way.

### What makes us tick?

Simple. We want people to be their best.

But at ACNA this isn't something we just write on a poster: 'being our best' is a way of life. It's our credo. It's a life-long personal commitment to be...

Always learning

Always growing

Always sharing.

We are committed to building an inclusive workplace that reflects the diverse communities we serve. The more diverse and inclusive our teams are, the better we are at serving people from every background.

## About the role

Operating under the delegated authority of the Aged Care Act 2024, a Clinical Assessor Delegate serves a crucial quality assurance role within ACNA and the aged care sector. ACNA's Clinical Assessors conduct comprehensive assessments and apply their clinical judgement to produce client specific Support Plans, including recommendations and supporting evidence. Your role, as the Clinical Assessor Delegate is approving and finalising comprehensive assessments and support plans, ensuring compliance with the Aged Care rules and the Aged Care Act while ensuring the quality and consistency of aged care assessments.

The final decision to approve rests with the Assessor Delegate who receives and reviews the evidence to determine clients' service groups, classification types and levels.

Decisions made by you as the Delegate may be subject to formal review and reconsideration by bodies such as the Administrative Review Tribunal (ART).

This role reports to the Senior Clinical Lead - Delegation.

## Key Responsibilities

- Maintain accuracy and consistency in your practice aligned to ACNA policy, work instructions and the Aged Care Assessment Manual.
- Adhere to ACNA and Departmental Quality Frameworks to ensure continuous monitoring and enhancement of assessment practices.
- Seek guidance from your leader in situations that are complex or uncommon.
- Understand and adhere to the legal requirements set out in the Aged Care Act.
- Register and cancel supporter registrations as required.
- Monitor and evaluate the quality of clinical decisions and evidence provided during assessment.
- Review comprehensive assessments and support plans submitted by Clinical Assessors.
- Make independent decisions on support plan approvals, including editing, recommendations, sending referrals, finalising decisions and sending decision notices.
- Enter and/or approve assessment information in the My Aged Care Portal.
- Return assessments to Clinical Assessors for clarification or correction when required.
- Maintain accurate records of actions, decisions and rationale in the My Aged Care (MAC) Portal and ACNA related systems.
- Facilitate or actively contribute to multidisciplinary case conferences to support complex assessment needs and ensure alignment with aged care policies.
- Escalate complex issues or scope-of-practice concerns through ACNA's clinical governance framework.
- Participate in induction and onboarding activities to build the clinical delegation team
- Engage in continuous professional development, as outlined in Clinical Assessor – Delegate learning pathway.
- Engage in activities that support a client's assessment journey including triage, assessment, and need reviews. This includes using designated assessment tools in a

range of settings including a person's home, residential facilities, and/or hospitals to maintain currency of skills and knowledge.

## Key Accountabilities

As a Clinical Assessor Delegate your measures of success and Key Performance Indicators (KPIs) include, but are not limited to:

- Ensure delegation practice is aligned with Aged Care Act, reflects best practice and KPIs.
- Ensure that all assessment information and documentation submitted by the assessor are accurate, relevant, and of high quality.
- Examine the documentation to confirm:
  - It provides a thorough and clear record of the entire assessment process.
  - It demonstrates the assessors reasoning.
  - The evidence presented adequately supports their recommendations for aged care services.
- Ensure evidence-based reasoning, and a commitment to fairness and accountability throughout the decision-making process, and consistently:
  - Validate the assessment process
  - Review the assessment evidence
- Maintain accountability for decisions made under delegated authority.
- Contribute to audit processes, inter-rater reliability assessments, and continuous improvement initiatives.
- Support the implementation and adherence to the ACNA Clinical Support Framework and Quality Management Framework.
- Provide mentorship and clinical guidance to Clinical Assessors.
- Participate in the induction and development of new Clinical Assessor Delegates.
- Promote wellness, reablement and culturally safe practices.
- Ensure assessments reflect the diverse needs of older Australians.
- Ensure accurate and timely data entry in MAC Portal and internal systems.
- Support compliance with privacy, ethical and legal standards.
- Work in line with ACNA's policies and procedures.
- Demonstrate integrity and ACNA's values in all you do and in every interaction.

## Capability Expectations

Aligned with the ACNA Clinical Governance and Capability Frameworks, the Assessment Delegate is expected to demonstrate:

- Advanced Aged Care Assessment knowledge and skills
- Successful completion the My Aged Care Assessor Delegate Training, with formal role approval by My Aged Care Assessment Team.
- Consistency and quality across the assessment process
- Competent use of the MAC Portal and internal systems.
- Application of legislative frameworks and ethical standards.
- Use of sound clinical judgment and decision-making

- Embedded wellness principles in assessment outcomes.
- Effective engagement with clients, families and team members.
- Clear, accurate and complete record keeping and maintenance.
- Support for team development and contribution to leadership activities.
- Professionalism and ability to adapt to changing circumstances that may arise.
- Safe work practices and encouragement of others to do so.

## Flexibility Expectations

100% of ACNA's roles require our staff to be flexible from where they work each day to the projects they are working on. Examples of this flexibility are:

- **Location:** The location of your work can and will change, from in community to ACNA office hubs to interstate work venues.
- **Support** with surge in other projects: You may fulfill other team roles to support with surge requirements.
- **Mobility and Progression:** We encourage and support career mobility and progression to other roles in ACNA and encourage all our team to consider such options when they are on offer or needed.

## Quality, Health and Safety

All members of the ACNA team are responsible for their participation in quality and safety activities within the context of the role. This includes (but is not limited to) improvement actions such as audits, reviews, quality and assurance measures and drills that result in improvements to client care, staff knowledge and the consumer experience.

All duties must be performed in accordance with ACNA Policies and Procedures including the relevant Work Health and Safety legislation, Equal Opportunity legislation and relevant State Health Code of Conduct.

All ACNA team members are also responsible for promoting a positive safety culture by following all reasonable instructions relating to their own or another person's safety. This includes (but is not limited to):

- Provision of supervision to people under their direction
- Taking actions to avoid, eliminate or minimize hazards
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work
- Report all incidents/hazards/injuries and
- Use Personal Protective Equipment as required and directed
- Complete all mandatory training during the induction period

## Eligibility Requirements

- At least 12 months demonstrated experience as an Aged Care Clinical Assessor within Commonwealth-funded Aged Care Programs or equivalent.
- Completion of training requirements as specified under the My Aged Care Workforce Learning Strategy 2025 (or subsequent versions)
- Tertiary qualification in health-related discipline relevant to aged care.
- Current unrestricted registration with AHPRA or eligibility for a relevant professional association.
- Demonstrated understanding of aged care legislation, assessment procedures and client-centred care.
- Demonstrated strong analytical and decision-making skills
- Demonstrated high attention to detail and ability to manage clinical risk
- Proficiency in using the My Aged Care Portal and Field Service.

## Compliance

- Completion of My Aged Care - Assessment Delegate training Goal 7 or equivalent every 2 years
- Valid and unrestricted Drivers Licence
- A car or a demonstrated ability to safely and reliably visit assigned work sites
- National Police check
- VEVO right to work
- Working with Vulnerable People check (as per State requirements)
- Influenza Vaccination for current flu season
- COVID-19 vaccination (two doses) and current booster
- Immunisation in accordance with the Australia Immunisation Guidelines