

Clinical Assessor - Central

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 can only achieve when our teams are truly reflective of 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

As a Clinical Assessor - Central with ACNA you will be part of our story of steady and sustainable growth and will join us to deliver our purpose and share our values. You will use your clinical knowledge and decision-making skills to complete telehealth activities, which includes triage and/or needs reviews and contribute to high quality aged care assessments. This role uses defined tools, technology and processes which requires specific training after which you will be able to work autonomously but also enjoy the connection of being part of a dedicated telehealth team. This role reports to the Senior Clinical Lead.

Key Responsibilities

- Conduct triage, assessment and/or needs reviews via telehealth (phone/video conferencing), or any other telehealth related activities, including assessment activities with a support person on-site.
- Apply clinical judgement to determine My Aged Care referral assessment type, priority and eligibility status.
- Act as a point of clinical escalation for Home Support assessors and complete conversions as required.
- Act as an authorised delegate for triage decisions, ensuring full compliance with single assessment contract rules
- Identify and request additional information to support the assessment process
- Identify and escalate high-risk or complex cases to Senior Clinical Lead as per established work instructions.
- Adhere to all ACNA and relevant My Aged Care legislative requirements, policies and procedures, including those related to privacy, confidentiality, and Work Health and Safety (WHS).
- Engage with clients, families, referrers and other stakeholders in a compassionate and professional manner to gather relevant information and provide clear, supportive explanations of My Aged Care processes. Liaise with key stakeholders to ensure seamless and timely transitions for clients.
- Maintain meticulous and concise documentation of all triage decisions and client interactions.
- Participate in quality assurance activities, audits and appraisal processes
- Support and Mentor team members in navigating complex triage scenarios, fostering shared corporate knowledge and ensuring consistency across the team.
- Embrace opportunities for professional development to enhance clinical and administrative capabilities, supporting the delivery of person-centred care, especially for individuals with complex needs.
- Complete a minimum of 15 community assessments per quarter (pro rata), delivered via telehealth or face-to-face, as part of a program designed to maintain clinical currency and responsiveness to client needs.
- Actively participate in and contribute to a continuous learning environment within the Aged Care Assessment Program.
- Following guidance and sharing information as outlined on the organisational chart reporting structure
- Uphold ACNA's values and contribute to continuous improvement initiatives.

Key Accountabilities

As a Clinical Assessor - Central - your success will be measured by your ability to consistently deliver high-quality care and contribute to ACNA goals.

Your accountabilities include:

- Delivering high-quality triage, assessments, needs reviews and documentation:
- Ensuring consistency and quality for all assessment activities
- Logging incidents and/or complaints accurately in the system
- Ensuring all actions align with the overarching goal of providing high-quality and safe aged care services
- When working in Community, ensuring attendance and meaningful contribution to client case discussions and/or formal community of practice meetings
- Meeting performance and operational expectations:
- Diligently perform all inherent responsibilities of this role
- Meeting function quantity targets
- Maintaining consistent attendance and engagement during contracted work hours to contribute to team and ACNA's organisational goals.
- Adhering to professional standards and values:
- Working in line with ACNA's policies and procedures
- Demonstrating ACNA's values in all you do and in every interaction.
- Meeting all minimum mandatory requirements for this role.

Capability Expectations

To be successful in this role Clinical Assessors - Central must demonstrate a consistent ability to:

- Use technology for telehealth and assessment documentation
- Follow reasonable directions, work independently, and work as part of a team
- Demonstrate effective self-management and prioritisation to ensure responsibilities are met in a timely and organised manner
- Proficiently communicate with a variety of stakeholders, including internal and external to ACNA. This includes, being able to communicate clearly with people with hearing loss, other sensory loss, and cognitive impairment
- Partner with a telephone interpreter service to deliver services
- Sensitively undertake assessments of people with dementia who have responsive behaviours, also referred to as behavioural and psychological symptoms of dementia
- Sensitively undertake assessments of people with mental health conditions
- Recognise and manage risks to the client and the assessor in undertaking assessments
- Conduct culturally sensitive interactions for diverse groups such as with people who identify as:
 - Aboriginal and Torres Strait Islander
 - Experiencing or are at risk of homelessness
 - Culturally and linguistically diverse
 - LGBTQI+
- Respond to changing circumstances that may arise
- Work safely and encourage others to do so

Flexibility Expectations

100% of ACNA's roles require team members 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 may change from ACNA office hubs to interstate work venues and in the community. Travel is within a designated region agreed at the time of engagement and can change with notice to meet program requirements, in consultation with you.
- **Support:** with surge in other projects: We may ask you to cross-skill in other assessment programs to temporarily support busy-times (also known as surge requirements). Interstate travel will only be required after consultation with you.
- **Mobility and Progression:** We encourage and support career mobility and progression to other roles in ACNA and encourage all our teams 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 minimise hazards
- Seeking information on any work they undertake and be aware of the risks and hazards associated with their work
- Reporting all incidents/hazards/injuries and
- Using Personal Protective Equipment as required and directed
- Completing all mandatory training during the induction period

Minimum Mandatory Requirements (Program Specific)

Aged Care Assessment Program

Minimum Qualification:

- Registered Nurse (RN), or
- Occupational therapist (OT), or
- Physiotherapist, or
- Social Worker
- Currently hold and maintain unrestricted registration with AHPRA or AASW and do not have any matters pending which may result in restrictions.

Minimum Professional Experience:

- Demonstrated experience as an Aged Care Assessor within Commonwealth-funded Aged Care Programs, with recent practice within the past 12 months to ensure currency of knowledge and skills.

Compliance:

- 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

Note: This Position Description is subject to annual review to support continuous improvement and ensure the inherent requirements of the role remain aligned with organisational goals, evolving priorities, and best practice standards.