

Clinical Assessor

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 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 bring your clinical knowledge and decision-making ability to this role by making daily assessments of individuals using defined tools, technology and processes. Working autonomously whilst enjoying the connection to your team of fellow assessors as you use multi-disciplinary expertise to support our client's to be their best and achieve the best possible outcomes for them. This role reports to the Senior Clinical Assessor.

Key Responsibilities

- Conducting assessments of individuals using designated assessment tool/s in a range of settings including a person's home, residential facilities and hospitals
- Completing activities that support a client's assessment journey including but not limited to triage, assessment delegation, support plan reviews and reconsideration assessments
- Applying your clinical judgment to a range of specified tools and assessment instruments in line with your scope of practice and specific program training producing sound quality assessments that can be relied upon by ACNA and the Commonwealth Department of Health and Aged Care
- Contributing to projects and change in our sector through test, trial and learn phases
- Contributing to innovation by trying new things or undertaking short-term projects
- Escalating complex issues or scope-of-practice concerns as appropriate
- Submitting accurate and timely documentation (via digital tools) using ACNA and external systems, including but not limited to the My Aged Care Portal
- Working with autonomy and independence whilst also working as part of a wider team of assessors
- Contributing to your team and positive practice; through team meetings, multi-disciplinary practice discussions, case conferences and community of practice meetings
- Engaging in learning activities that support continuous professional development
- Following guidance and sharing information as outlined on the organisational chart reporting structure
- Contributing to the broader quality focus of ACNA
- Meeting any minimum mandatory requirements of this role

Key Accountabilities:

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

- Consistency and quality of assessment activities
- Quantity of assessment activities per week
- Incidents and/or complaints logged accurately in the system
- Attendance and meaningful contribution to client case discussions and/or formal community of practice meetings
- Working in line with ACNA's policies and procedures
- Demonstrating our values in all you do and in every interaction.

Capability Expectations

To be successful in this role Clinical Assessors must demonstrate:

- an ability to follow direction, work independently, and as part of a team
- effective organisation, time management and administration skills
- excellent communication skills with a variety of stakeholders, including care recipients, families and residential aged care home staff and managers
- an ability to communicate clearly and effectively with people with hearing loss, other sensory loss, and cognitive impairment
- an ability to sensitively undertake assessments of people with dementia who have responsive behaviours, also referred to as behavioural and psychological symptoms of dementia
- an ability to sensitively undertake assessments of people with mental health conditions
- an ability to recognise and manage risks to the client and the assessor in undertaking assessments
- an ability to conduct culturally sensitive interactions for diverse groups such as with people who identify as:
 - Aboriginal and Torres Strait Islander
 - Experiencing homelessness
 - Culturally and linguistically diverse
 - LGBTQI+
- An ability to respond to changing circumstances that may arise
- Working safely and encouraging 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 will be in a Residential Aged Care Home (RACH), an older person's home in the community or in your home office, depending on the work of the day. Daily travel is within a designated region agreed at the time of engagement and can change with notice to align to 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 of our staff 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)

RAC Funding Program

Qualification, registration and accreditation:

- Registered Nurse (RN), or
- Occupational therapist (OT), or
- Physiotherapist
- Currently hold and maintain unrestricted registration with AHPRA and do not have any matters pending which may result in restrictions.
- Upon employment, obtaining mandatory accreditation through the Department of Health and Aged Care for the AN ACC/RAC Funding program or providing evidence of prior completion and currency of practice.

Professional Experience Requirements:

- Minimum five (5) years' demonstrated experience delivering services in an aged care setting and/or to aged persons including people living with dementia whilst AHPRA registered, this can include relevant experience in Australia and overseas.

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.
- Upon employment, obtaining mandatory accreditation through the Department of Health and Aged Care for My Aged Care Assessment or providing evidence of prior completion and currency of practice

Minimum Professional Experience Requirements:

- Minimum one (1) year demonstrated experience in Australia or overseas directly delivering services in aged care settings and/or to aged persons (such as geriatric evaluation, rehabilitation, palliative care, community nursing) including to people living with dementia.

Compliance (all programs)

- 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