

RES Interviewer 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 RES Interviewer 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 exceptional client relationship management capability to this role to interview residents, manage relationships and navigate busy daily schedules that span multiple locations. This role reports to the Team Leader.

Key Responsibilities

- Creating a great resident experience by using ACNA's method for client engagement to interview people receiving aged care services
- Conducting face to face interviews in various settings, often changing settings daily and using the software to capture the results of the interview
- Conducting phone interviews and using the various designated systems (telephony, survey, CRM) to capture the interaction
- Following schedules and moving between settings to complete the daily amount of interviews
- Adjusting schedules to responding to unexpected events to ensure that interviews are conducted in a way that meets project timeframes
- Continually entering, adjusting and updating information in the software systems to ensure timely and accurate data is captured
- Adhering to the ACNA quality framework and identifying hazards or risks, then following the ACNA process to mitigate these including escalating the matter as necessary
- Solving problems and adapting to things not going to plan with the support of your team and leaders
- Working with autonomy and independence whilst also working as part of the wider team
- Supporting the wider team with their work and supporting other program teams as required
- Contributing to your team and positive practice; through huddles, team meetings, program discussions, 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 RES Interviewer Assessor your measures of success and Key Performance Indicators (KPIs) for this role will include, but are not limited to:

- Consistency and quality of interviews and interactions with residents
- Quantity of interviews conducted
- Incidents and/or complaints logged accurately in the system
- Attendance and meaningful contribution to team activities
- 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 the RES Interviewer Assessor must demonstrate:

- An ability to work independently to meet daily work requirements whilst contributing to the team
- Solutions-focus to solve problems and unexpected changes, often as the only team member on site
- Resilience to overcome setbacks and regular changes to planned work
- Effective organisation, time management and administration skills
- Positive and professional communication skills for in-person interactions as well as via email, phone and other communication technology
- Accurate and timely data entry skills
- Adherence to confidentiality and privacy obligations as it relates to the various program requirements
- Excellent communication skills with a variety of stakeholders, including residents, family's services providers, your team and managers.
- An ability to communicate clearly and effectively with people experiencing complexity through their circumstances, health and/or ageing journey
- An ability to recognise and manage risks to the resident and the Interviewer in undertaking interviews
- An ability to conduct culturally sensitive, appropriate interactions for diverse groups such as with people who identify as, but not limited to:
 - Aboriginal and Torres Strait Islander
 - Culturally and linguistically diverse
 - LGBTIQ+
 - Experiencing homelessness
 - Care Leavers, parents of forced adoption or removed children
 - Living with Disability
 - Financially or socially disadvantaged
 - Veterans
- 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 can and will change from day to day, and you will be required to travel from home to the location/s of interview/s and assessment/s. Daily travel is within a designated region agreed at the time of engagement and changed to align to program requirements in consultation with you.
- **Support** in other projects: We may ask you to cross-skill in other programs

- **Mobility and Progression:** We encourage and support career mobility and progression to other roles in ACNA and encourage all our team members 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
- 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

Minimum Mandatory Requirements

Compliance requirements

- National Police check
- Reference checks
- Pre-placement health questionnaire
- Current driver's licence
- VEVO right to work
- Working with Vulnerable People check (as per State requirements)
- Influenza Vaccination for current flu season
- COVID-19 vaccination and currency of booster