



Position Description

Non-Clinical Aged Care Assessment Officer & Delegate

Award or EBA:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026
Classification/Grade:	Grade 3
Directorate:	Operations
Reports to:	SAS Operations Team Leader
Direct Reports:	NIL

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion

We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence

We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation

We look to a better and brighter tomorrow to shape the potential today.



Collaboration

We work together to nurture the ideal conditions for our community to thrive.

About Us

DPV Health is a leading healthcare service provider in Melbourne's northern growth corridor, delivering a wide variety of clinical, community health and wellbeing services.

Our People are the foundation of DPV Health; they are what make our organisation thrive and the ones who create meaningful change in people's lives. Over 700 professionals support and deliver excellent health care to our community at DPV Health. We are always looking for passionate, driven, great people to join our team and make a lasting impact. That is why we foster a workplace culture that is as rewarding as it is inclusive. We are committed to supporting Our People to lead fulfilling lives, no matter who they are, or where they are from - or where they are going.

Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact. Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

Our employee benefits, connect, recognise, and support Our People, acknowledging and valuing everyday contributions to the success and culture at DPV Health. We strive to ensure that Our People thrive at work and in all personal and professional pursuits. We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About the Role

The Single Aged Care Assessment System (SAS) has been set up by the Health Department to simplify and improve access to aged care services. The SAS includes assessments for all aged care services, including Aged Care Assessments and Residential Aged Care (RAC) Funding Assessments.

This position works along the Clinical Aged Care and RAC Assessors to provide assessment and delegation responsibilities, delivering Assessment Services in a streamlined Client-focussed manner that supports the Assessment process and overall experience for Clients.

This position is responsible to provide care needs assessments for people that are 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people) who require assistance with everyday tasks. In doing this, the assessor and delegate will consider the restorative, physical, medical, physiological, cultural and social dimensions of clients care needs.

Roles Key Accountabilities & Selection Criteria

Skills & Experience

- Current work experience in aged care or age care assessment preferred

Expectations/Competencies

- Undertake client assessments, review and develop Support plans to assist clients in achieving their goals and living independently in their own homes and community.
- Commit to partnering with clients to facilitate effective engagement and participation.

- Participate in working group sessions to brainstorm ideas as part of solutions leading to system improvement.
- Identify, monitor and manage risk and lead appropriate escalation.
- Manage a caseload across assessment and delegation.
- Maintain current knowledge of government and service specific guidelines
- Meet individual and team KPIs and targets to meet funding requirements
- Encourage and support client choice and involvement in decision making when developing the detailed care plans to effectively meet needs.
- Appear before the Administrative Appeals Tribunal and give evidence in relation to Delegate role decisions, as required.
- Other duties as directed, consistent with the employee's skill level and classification.

Reporting, System and Analytics

- Maintain client data and record accuracy and integrity, including the *My Aged Care Portal*.
- Maintain statutory compliance and organisational requirements.
- Actively use and promote the use of DPV Health systems such as TRAK, CareLink, RiskMan, PROMPT, MyBookings, MEX, ELMO and others ensuring reporting of hazard, risks and incidents as well as complaints and compliments.

Financials, Budgets, Target, Funding

- Achieve Individual and team service delivery targets.
- Support business development opportunities.

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety legislation, standards, safe work practices, policies and procedures and attend all safety initiatives and training.
- Demonstrate safe work behaviours and conduct work in accordance with our Safety Management System.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and program standards.
- Identify areas of key risk and lead appropriate escalation.
- Maintain quality and safety of care and service delivery.
- Commit to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be exhaustive. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Travel will be required
- International Residency Stat Dec and International Police Check (if required)
- Valid Working with Children Check
- Satisfactory Police Check
- Vaccination Status as per category

Authority

The occupant of this position has authority as per the delegation manual.

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature_____ Date_____