



Supporting our community on all sides

Home Support Assessor

Job Title:	Home Support Assessor
Employment status:	Casual
Location:	Norther suburbs of Brisbane
Award:	Social, Community, Home Care and Disability Services Award 2010 – Home Care Worker, Level 5
Reports to:	Coordinator – Regional Assessment Service, Community Care
Direct reports:	Home Support Assessor
Service:	Aged Care Service Regional Assessment Service
Scope:	The Regional Assessment Service provides support to older Australians in North and South Brisbane.

Organisational Profile

Communityfy Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community. We currently provide Aged and Disability Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, NDIS, Neighbourhood Centres, Social & Multicultural Support and Venue Hire.

Service Profile

Regional Assessment Service

Partners 4 Health developed a local consortium model to deliver Regional Assessment services throughout the region. In partnership with seven local community health providers, we deliver responsible and adaptive assessment services which are able to meet the varying needs of older people throughout the region.

The model for the Partners 4 Health consortium consists of the following components:

Partners 4 Health role as lead agency;

- Home Support Assessment services provided by seven community health providers throughout the South Brisbane, North Brisbane and Caboolture regions;
- Systems advocacy;
- A workplace training function delivering resources, tools and training;
- Strong collaboration mechanisms; and
- A performance-based collaborative governance model.

Position Objective

Home Support Assessor manages and coordinates the delivery of personal home assessments for aged care clients, including undertaking complex assessments and short term case management as appropriate.

Key Objectives

Home Support Assessor will be responsible for:

Delivery of Home Support Assessments in line with program guidelines, timeframes and quality requirements using the standardized national framework, My Aged Care Gateway and relevant contractual requirements and guides.

- Supporting older Australians to achieve their wellness and healthy ageing goals through delivery of consistent assessments with a wellness and reablement focus.
- Completion of complex client assessments and short term case management as required. Home Support Assessors will also be required to respond to complex client needs and issues as they arise with guidance from the Partners 4 Health Regional Assessment Regional Coordinator.
- Completion of support plan reviews as required
- Commitment to continuous improvement activities such as internal auditing as required

Key Selection Criteria

Qualifications and Experience

- Tertiary Qualifications in Community Services or similar
- Regional Assessment Statement of Attainment is essential; and
- Minimum three years' experience in complex assessment or case management in an Aged Care setting.

Skills

- A demonstrated ability to communicate with older people and facilitate the development of holistic support plans which provide independence, wellbeing and a person centred approach.
- Demonstrated leadership abilities to lead, support, manage, coach and mentor an effective team.
- Demonstrated experience in the co-ordination of resources to ensure resources are effectively and efficiently utilised.
- Confident computer skills including use of mobile technology
- Attention to detail and ability to maintain high standards of data integrity
- Able to identify and record existing or potential hazards and risks within a home environment

Attributes

- Highly skilled communicator who is able to build rapport and maintain positive working relationships
- Professional presentation, demeanour and appearance
- Demonstrated flexible approach to decision making and problem solving to innovatively coordinate day-to-day operations
- Demonstrated ability to work autonomously and as part of a team to participate and contribute to the success of the team and organisational objectives and vision
- Strong passion and commitment to working with older people and in the aged care sector within the wellness and reablement model

Other

- Significant knowledge of local services and programs within the South Brisbane, North Brisbane and Caboolture regions to support the wellbeing of older people in our communities.
- Meet pre- employment requirements relating to National Police Clearance Certificate.
- Current Driver's licence

Physical Requirements

- Ability to undertake all physical requirements involved with the administration of this program including sitting at a desk for extended periods and driving.

Workplace Health and Safety

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Communitify Qld Health & Safety policies manual

Responsibilities**Administration**

- Document information and maintain such written records as required by the Service and Communitify Qld's Policies and Procedures
- Compliance with Communitify Qld's Policies and Procedures
- Maintain and record accurate data relating to service hours
- Ability to maintain confidentiality and perform tasks in a non-judgemental manner

Communication

- Report to the Aged Care Services Manager on any matters that require attention, either immediately by telephone or via email or in person upon return to the office (depending on the circumstances)
- Maintain effective interpersonal skills and professional boundaries, when interacting with clients, families/carers and co-workers
- Displaying care, consideration, patience and respect for all those with whom communication occurs

Please note: A criminal record check will be undertaken for the successful applicant with ongoing employment dependant on the outcome.

Declaration
Please ensure one signed copy is returned to HR
<i>I agree that I have read and understand the Position Description detailed above.</i>
Print Name
Signature
Date