

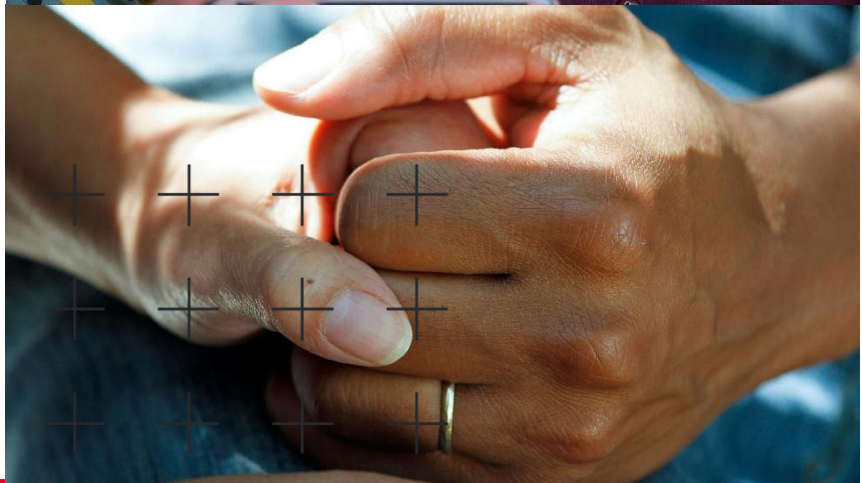


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, everyday.

**Could this be you?**

**Join The Royal  
Melbourne  
Hospital Team**



**Position Description**

**Aged Care Assessor – Non-Clinical**

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

**Advancing health for everyone, every day.**

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

- Be a great place to work and a great place to receive care
- Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- Become a digital health service
- Strive for sustainability

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Assessment workers in the North Western Metropolitan Region of Melbourne, supporting older members of

| Controlled LA/IC1 Service Area\ functions supported | BMU (Local) function |
|-----------------------------------------------------|----------------------|
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- Intake and Triage (Hospital Referrals)
- Assessments (Hospital, Comprehensive & Home Support Assessments)
- Local enquiries and complaints receipt and handling
- Scheduling and Delegation of Assessments
- Maintaining a skilled workforce
- Responding to enquiries and complaints

The Home Support Assessor provides face to face, telehealth and phone-based assessments of older people within the scope of My Aged Care.

- Provide kind and courteous consumer contact and support in the person's home and or via phone or telehealth;
- With the consumer capture vital client information to complete the Integrated Assessment Tool (IAT).
- With the consumer develop an individualised support plan underpinned by the clients' unique goals within their homes, their strengths and preferences
- Populate and document an individual's Support Plan; and where needed,
- Help match services using the My Aged Care Service Finder.
- Seek guidance and escalate to senior clinical staff as required.
- Work under the supervision of a Grade 3 Allied Health Professional or Grade 4 Nurse

This position will be required to undertake mandatory Commonwealth MACLearning training and onboarding to support the required level of competency to undertake the role.

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Good communication skills are required to obtain information and engagement from consumers and stakeholders to achieve the best outcome

- Complete the sections of the IAT and Support Plan with the consumer, documenting their wishes, preferences and identified strengths to maximise their independence and autonomy
- Prepare Support Plans for review by a clinical assessor Delegate
- Generate referrals electronically through My Aged Care Service finder for access to Commonwealth Home Support Programme
- Liaise and escalate as required to clinical assessors to support the referral of complex clients requiring clinical assessment
- Participate in supervision with a clinical lead
- Contribute to quality assurance by participating in Self-Assessment audits
- The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level..

- Consumers and carers
- CHSP and aged care providers

- Undertaking certificate/diploma level in accordance with the Australian Quality Training Framework or equivalent (desirable).

- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Interest in working with older people using strengths-based approach
- Confident communication and interpersonal skills to engage and motivate clients, families, staff, and other stakeholders with a positive approach.
- Demonstrates integrity, respectfulness and inclusiveness
- Advanced IT skills with previous experience working across multiple platforms (Microsoft Office Suite)
- Unrestricted Australian driver's licence and be comfortable travelling long distances by car

- My Aged Care Statement of Attainment 2 or equivalent (Commonwealth mandatory training will be undertaken as part of the onboarding process)
- Aged Care certificate qualification or similar

- Your performance will be measured through your successful:
- Demonstration of RMH values
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Ability to achieve compliance with mandatory MACLearning within 20 weeks of commencing training
- Ability to achieve and maintain Assessment KPIs per your EFT
- Ability to achieve Quality KPIs through documentation audits and Consumer Satisfaction surveys

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- **Equity, Inclusion, Belonging and Safety**
  - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
  - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
  - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
  - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
  - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date \_\_\_\_\_