

## POSITION DESCRIPTION

<b>Position Title:</b>	Aged Care Assessment Service Manager
<b>Business Unit/Department:</b>	Operations
<b>Division:</b>	Western Health at Home
<b>Award/Agreement:</b>	Health and Allied Services, Managers and Administrative workers (Victorian Public Sector) (Single interest employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	HS6
<b>Reports To:</b>	Operations Manager – Western Health at Home
<b>Direct Reports:</b>	ACAS Service Staff
<b>Date Prepared/Updated:</b>	7 April 2025

### Position Purpose

The Western Health Aged Care Assessment Service (ACAS) operates within the Division of Western Health at Home and within the Operations Directorate. The Aged Care Assessment Service operates within the framework set out by the Australian Government Department for Health and Aged Care (the department).

The purpose of ACAS team is to provide comprehensive assessment of frail older people to facilitate access to available services, including community services and residential care that is appropriate for their care needs. The Western Health ACAS team are a highly regarded multidisciplinary workforce where family- centred best practices are the primary focus of service delivery.

Key responsibilities will include: Managing the ACAS workforce and service operations. This will include, but is not limited to, budget and resource management, mandatory training, staff supervision, completion of annual performance development plans, ensuring annual and ADO leave excess remains under target, ensuring unplanned leave is under 4%, troubleshooting issues, providing advice and direction on the suite of Western Health at Home services available to support patient discharge. The role will also involve participation in research and quality improvement, service improvement and active participation in supporting Western Health at Home Division and relevant Organisational projects and initiatives.

The Service Manager role will play a vital role in the development of future innovations to shape Best Care service delivery for the people of the West.

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## Business Unit Overview

### Western Health at Home

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The Divisions medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab at Home, GEM at Home, Community Based Transition Care Program and Dialysis at Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

## Key Responsibilities

- Ensure governance of ACAS service against the Aged Care Assessment Quality Framework
- Understand how the Aged Care Quality Standards from the Aged Care Quality and Safety Commission (ACQSC) align with the framework.
- Ensure that KPIs set by Commonwealth for ACAS services are met
- Comply with department reporting requirements
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Working closely with the Data Management Lead to ensure accurate reporting of activity and staff data errors are resolved in a timely manner.
- Work closely with Division's Business Analyst to ensure accurate reporting of financial results, EFT allocation and achievement of allocated budgets.
- Ensure that Workforce targets are met including unplanned leave is below 4.5%, annual and ADO leave liability does not go into excess
- Ensure performance Development Plan completion for teams reporting to role meets expected KPI of 95%
- Mandatory training indicators are achieved each month.
- Assist in Accreditation preparation as delegated
- Optimise workforce structure and maintain low vacancy rates through active recruitment
- strategic workforce management
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Ensure staff are appropriately directed and supported to deliver high quality client centred care in line with the "Best Care" Framework
- Lead and deliver high quality person centred multidisciplinary care in line with the "Best Care" framework
- Demonstrate extensive contemporary , evidence based specialist knowledge, clinical reasoning and

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- competencies, to lead and enhance patient care in area of practice
- Provide and direct others in the provision of evidence based clinical services using a person centred approach
- Lead the provision of information and education about the service and professional role within the service
- Assist in promoting effective workplace relations and teamwork to ensure optimum relations across acute/community services and collaborating community agencies
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings
- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential
- Assist in fostering and developing research opportunities across the service
- Conduct or contribute to feedback to staff on their performance including performance development planning and performance management where relevant
- Lead and participate in the development, organisation and delivery of education programs for Western Health staff, external service providers and the community
- Present at internal and external forums to enhance personal knowledge and professional development
- Lead service development and evaluation through quality improvement activities or research projects where appropriate
- Assist in writing procedures and guidelines as required for the ongoing development of the program, and support relevant staff to complete these tasks
- Assist in meeting reporting requirements relating to the service
- Ensure that service/program outcomes are achieved through appropriate client management and pathways
- Perform other duties as directed including specifics of the Duty Statement

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Deputy Chief Operating Officer/Office of Chief Operations Officer
- Divisional Director Western Health at Home
- Operations Managers- Western Health at Home
- Managers and Service Managers- Western Health at Home
- SNAP service
- Transition Care Programs
- Nurse Unit Managers
- Allied Health Managers
- Western Health at Home staff
- People and Culture
- People Operations
- General Practice Integration
- Other Western Health managers and staff

#### External:

- Department of Health
- Community partners and organisations
- Primary Health Network and GPs
- Local Government agencies
- Ambulance Victoria

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## Selection Criteria

### Essential

- Appropriate recognised tertiary qualification in a health-related discipline and registration if relevant with the appropriate body
- Experience leading multidisciplinary workforce teams
- Previous experience managing budgets
- Previous experience leading consumer driven healthcare models
- Highly developed interpersonal, written and electronic communication skills
- Capacity to review and analyse data to drive service improvement
- Capacity to be innovative, resourceful and adaptable to change.
- A current Victorian Driver's Licence
- Hold a relevant postgraduate qualification or be actively working towards same
- Evidence of involvement in, and understanding of, principles of research and/or evaluation
- Evidence of comprehensive communication and collaboration skills with a wide range of stakeholders
- Knowledge of and experience in continuous quality improvement processes
- Demonstrated ability to think and work strategically with key organisational stakeholders
- Demonstrated ability to work within a constantly changing environment and understanding of change management
- Demonstrated computer literacy skills
- Well-developed problem solving and analytical skills
- Well-developed understanding of risk analysis

### Desirable

- Demonstrated understanding of chronic conditions and aged and complex care issues
- Well-developed knowledge of queuing, triaging and scheduling systems and process
- Well-developed knowledge and experience in e-health strategies
- Knowledge of the internal and external drivers affecting service delivery including hospital demand management and key performance indicators
- An understanding of Lean Methodology

## Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act

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2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information

- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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