

POSITION DESCRIPTION

Position Title:	Aged Care Assessor
Business Unit/Department:	Aged Care Assessment Services
Division:	Western Health at Home
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement; Nurses & Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
Classification:	<i>Allied Health Grade 2:</i> Occupational Therapist: Grade 2 – Year 1 to Year 4 (VF6 to VF9); Physiotherapist: Grade 2 – Year 1 to Year 4 (VB1 to VB4); Social Worker: Grade 2 – Year 1 to Year 4 (SC21 to SC24); Speech Pathologist: Grade 2 – Year 1 to Year 4 (VW1 to VW4); <i>Nursing:</i> Community Health Nurse (CN5) (ZJ1)
Reports To:	Aged Care Assessment Manager
Direct Reports:	N/A
Date Prepared/Updated:	18 May 2026

Position Purpose

The Western Aged Care Assessment (ACA) sits within the Division of Western Health at Home in the Operations Directorate at Western Health. ACA operates under the Aged Care Act (2024) and Aged Care Assessment Manual (2025) governed by the Commonwealth Department of Health, Disability and Ageing and overseen operationally by the Department of Health, Victoria.

ACA provides assessment of elderly and some younger persons with age-related care needs in both community and inpatient settings across the Western metropolitan region of Melbourne for persons seeking access to Commonwealth Government subsidised aged care services. Aged Care assessors utilise the Integrated Assessment Tool to undertake clinical or non-clinical assessments, reflecting a client's complex or simple needs. The Aged Care assessor considers the restorative, physical, medical, psychological, cultural and social needs of the older person seeking care or reablement, and jointly formulates a support plan that reflects the older person's identified needs and preferences.

Clinically qualified and trained assessors can undertake both clinical and non-clinical assessments, triage of referrals, support plan reviews and assessment delegation.

Business Unit Overview

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, and allied health and administration staff. Western Health at Home services provide care from

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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 division's 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@Home, GEM@Home, Community Based Transition Care Program and Dialysis@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.

The Division of Western Health at Home delivers care within the Operations Directorate with a workforce of almost 900 EFT, an expenditure budget of \$136 million, and spans across all Western Health campuses.

The Aged Care Assessment Service, Western Health, is a workforce component of the Single Assessment System of My Aged Care www.myagedcare.gov.au

Key Responsibilities

In line with the role responsibilities of clinical and non-clinical assessors and following successful completion of the Commonwealth's mandatory MAC learning training, you will demonstrate the following capabilities:

- Contribute to the continuity of an older Australian's aged care journey.
- Help older Australians and their families/ representatives navigate the My Aged Care system.
- Competently use technology within the My Aged Care system to support the assessment and referral process.
- Apply an understanding of legislative frameworks and guidelines that inform the assessor role for My Aged Care.
- Communicate effectively with older people and their families/representatives to build and maintain positive relationships.
- Take a wellness and reablement approach to assessment.
- Accurately record clear and complete client information within the My Aged Care system, including during support plan reviews, triage and the assessment process.
- Apply knowledge, use judgement and decision making in relation to client needs, goals and recommendations or approvals for subsidised services.
- Identify and respond to vulnerability, traumatic experiences, and complex needs - including memory and cognition issues - in a trauma informed way.
- Provide and deliver a client-centred approach that is responsive to diversity consistent with the Aged Care Diversity Framework.
- Practice self-care and know where to get support to stay positive and overcome challenges.
- Actively engage in improving your own performance and developing your skills.

As a member of ACA, Western Health, you are expected to actively engage and collaborate with colleagues, senior clinicians, administrative staff, and ACA manager to support continuous improvement and implement the initiatives of My Aged Care (Department of Health and Aged Care):

- Participate in a coordinated team approach to client care.
- Attend and actively participate in case conferencing and reflective practice.
- Ensure assessments and affiliated tasks are completed in a timely and accurate manner in line with Aged Care Assessment Key Performance Indicators (KPIs) and the Aged Care Assessment Quality

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Framework.

- Appropriately evaluate and prioritise own workload.
- Ensure all verbal, non-verbal and written communications are of a professional standard and tone.
- Use of electronic communications in the workplace and between colleagues to be polite, appropriate and in line with professional codes of conduct.
- Maintain client confidentiality at all times.
- Work across all role-appropriate areas of the ACA including Triage Delegate (clinical assessors), Assessment Delegation (clinical & non-clinical assessors), provided adequate experience and training.
- Complete Delegate training after a minimum of 1-year full-time experience as an Aged Care assessor (or earlier dependent on prior experience) and undertake the Delegate role as requested.
- Achieve appropriate assessment outcomes as evidenced by peer, client, and other stakeholder feedback.
- Demonstrate leadership by supporting team members and being solution-focused.
- Inpatient assessors (clinical) will work across Western Health sites and other external hospital campuses (if required) including Werribee Mercy Hospital and Western Private Hospital.
- Complete all Western Health and My Aged Care mandatory training.
- Participate in yearly Professional Development Plan
- Effectively incorporate reflective practice, independence of thought, self-awareness and internalised responsibility.
- Utilise resources effectively and efficiently with a view to minimising waste.
- Engage in effective conflict resolution and demonstrate tactful negotiation skills.
- Establish effective relationships with external/internal stakeholders.
- Contribute to a safe work environment for all staff and conduct yourself in a manner that will not endanger or harm yourself or others.
- Report unsafe work practices, hazards, near miss incidents and accidents.
- Contribute ideas and suggestions for improvements in the workplace and work practices.
- Actively participate in monthly supervision and annual performance development planning.
- Effectively respond to and action performance feedback received.
- Incorporate and sustain performance improvements.
- Demonstrate an interest in professional bodies associated with area of responsibility.
- Seek appropriate professional support from Senior Clinicians or ACAS Manager.

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.

You are required to comply with all Western Health Policies and Procedures as they relate to your Position and area of practice.

Key Working Relationships

Internal:

- ACA Manager
- ACA Senior Clinicians
- DON – Western Health at Home
- Divisional Director – Western Health at Home
- Operations Manager – Western Health at Home
- Director Allied Health
- WH Medical and Nursing Staff
- WH Nurse Unit Managers
- WH Patient Flow Coordinator
- WH Bed Managers
- WH Allied Health
- WH Medical Staff
- WH Aged Care Services (GEM, GEM@Home TCP, Post Acute Care, CBR, Specialist Clinics)
- SNAP/TCP Managers

External:

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- Clients and Families
- Community Based Service Providers
- Department of Health
- Department of Social Services
- Residential Aged Care Facilities
- Acute Hospitals

Selection Criteria

Essential:

- Clinical Assessor Qualifications: Registered Nurse Division 1, Occupational Therapist, Physiotherapist, Speech Therapist or Social Worker.
- Current registration with AHPRA (all clinical assessors except Social Workers).
- Unregistered Social Workers must be eligible for membership of AASW.
- Demonstrated advanced knowledge/assessment/problem solving / care co-ordination skills (clinical).
- Experience working with elderly persons in a sub-acute, residential or community setting.
- Specific interest in Aged Care with demonstrated expertise working with clients from a range of culturally and linguistically diverse backgrounds.
- Evidence of ongoing commitment to learning and professional development.
- Demonstrated capacity to work autonomously.
- Demonstrated ability and commitment to work as an effective member of a team.
- Demonstrated understanding of Victorian Health Care Systems.
- Current Victorian Driver's License
- Ability to navigate and effectively utilise various electronic information systems.
- Ability to work across different roles within ACAS including Intake/triage and delegate roles.
- Ability to work across Western Health campus sites, and other external hospital campuses as required, including Werribee Mercy Hospital, and Western Private Hospital.

Desirable:

- Previously/currently working with an Aged Care Assessment agency
- Relevant post graduate qualifications in Aged Care or Community Health or progression towards this.

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 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 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022

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- 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.
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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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