



**SESLHD Unified Aged Care Assessment Program
Population and Community Health
Restructure Consultation Paper**

September 2024





Comments or feedback on this proposal can be submitted in writing to

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Director Population and Community Health

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1. Introduction

1.1 Background

The Aged Care Assessment Program (ACAP) provides aged care assessments to older people within hospital and community settings in South Eastern Sydney Local Health District (SESLHD). ACAP conducts assessments for inpatients of public and private hospitals, as well as people living in the community. The assessments conducted by ACAP staff assist with determining a persons' eligibility for Government subsidised Aged Care services, including Community Home Care Packages or Residential Aged Care services.

Funding for aged care assessments is provided by the Commonwealth Department of Health and Aged Care (DoHAC) via a contract held by the NSW Ministry of Health (MoH).

In SESLHD, the Aged Care Strategy Unit provides strategic leadership and district coordination of ACAP. ACAP services are delivered by; Prince of Wales Hospital, Randwick (POWH), The Sutherland Hospital (TSH), and the third schedule affiliated health organisations Calvary Healthcare Kogarah (CHCK) and Uniting Care War Memorial Hospital (WMH) Waverley by service agreement. In addition, the ACAP Central Intake is delivered by Population and Community Health (PaCH) from leased premises at WMH.

Under ACAP there are two assessment program types that provide aged care assessment services: Aged Care Assessment Teams (ACAT) and Regional Assessment Services (RAS). In SESLHD RAS is only delivered by POWH.

ACAT carry out comprehensive clinical assessments. ACATs are teams of nursing and allied health professionals. Comprehensive assessments are for people with more complex needs. These assessments are for people who may need:

- a higher level of home care through the Home Care Packages Program
- residential aged care including respite
- transition care
- short-term restorative care

The RAS team carry out non-clinical home support assessments. Home support assessments are for people who may need entry-level support to help them stay at home. The Commonwealth Home Support Programme (CHSP) provides this type of support.

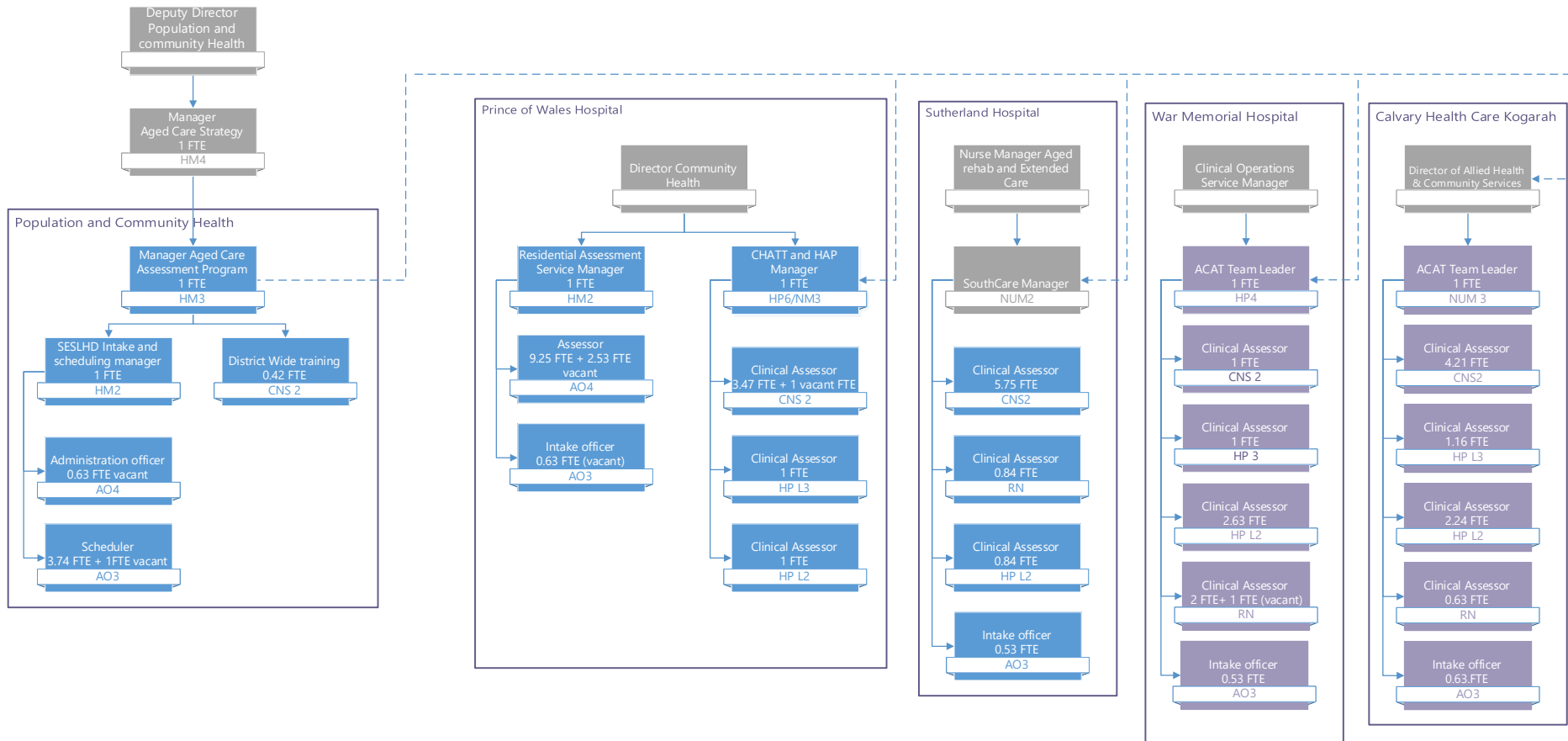
The SESLHD ACAP consists of Team leaders, Clinical Nurse Specialists, Registered Nurses, Health Professionals in assessor roles, as well as administration officers that conduct non-clinical assessments, intake and scheduling. ACAP staff have undertaken specific training in My Aged Care and have aged care work experience.

1.2 Current Organisation Structure

The current ACAP structure has 55 full time equivalent (FTE) of which 41.63FTE are temporary. The organisational charts for the overall program and each individual service are included as per below:

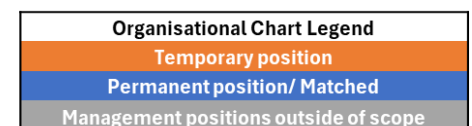
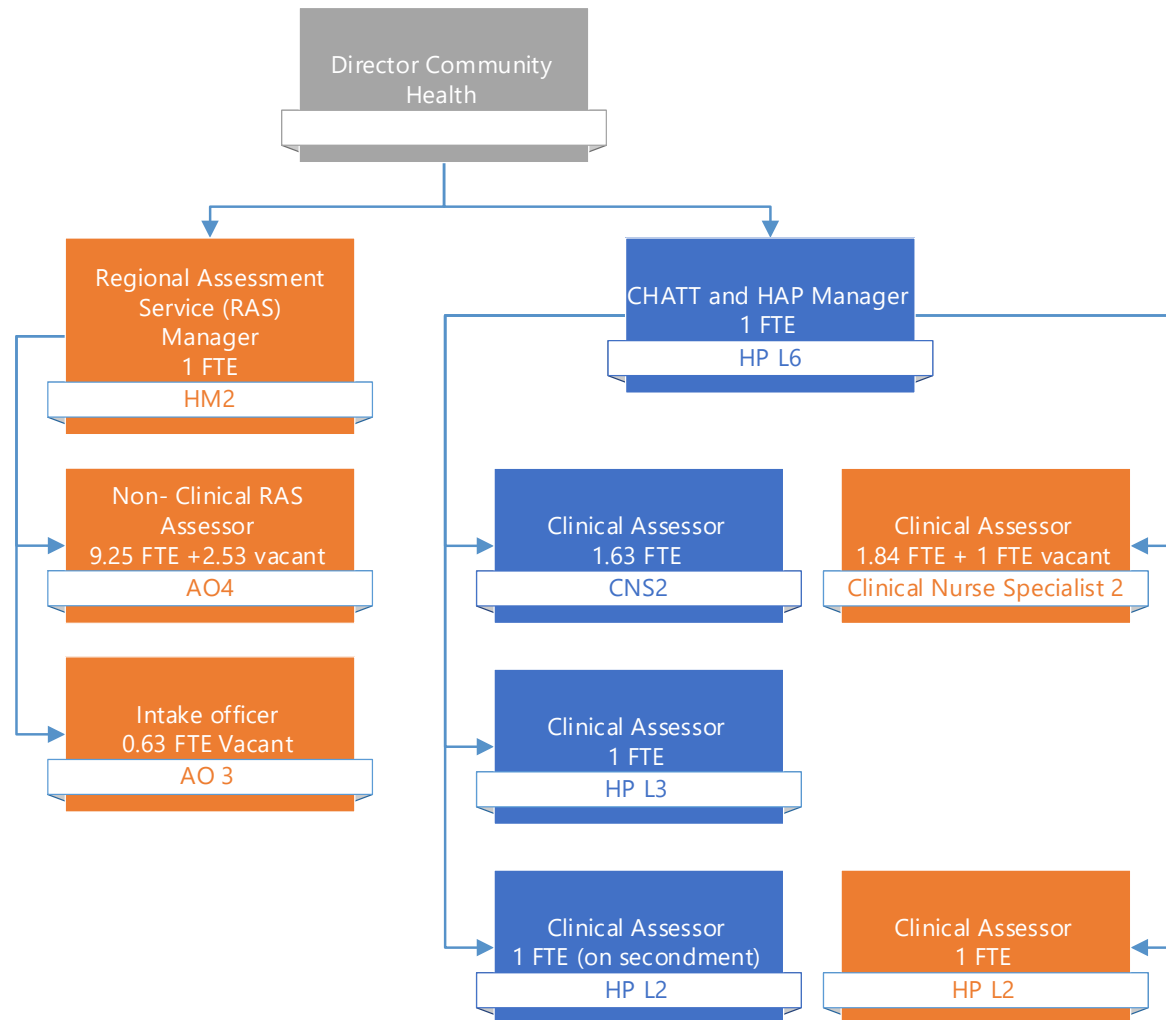
- SESLHD ACAP 1.2.1
- Prince of Wales Hospital ACAT and RAS 1.2.2
- The Sutherland Hospital ACAT 1.2.3
- Population and Community Health ACAT Intake 1.2.4
- War Memorial Hospital ACAT1.2.5
- Calvary Health Care Kogarah ACAT 1.2.6

1.2.1 Current Organisational Charts ACAP

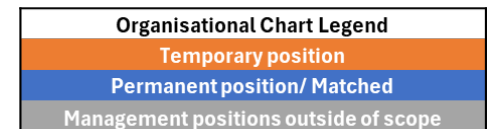
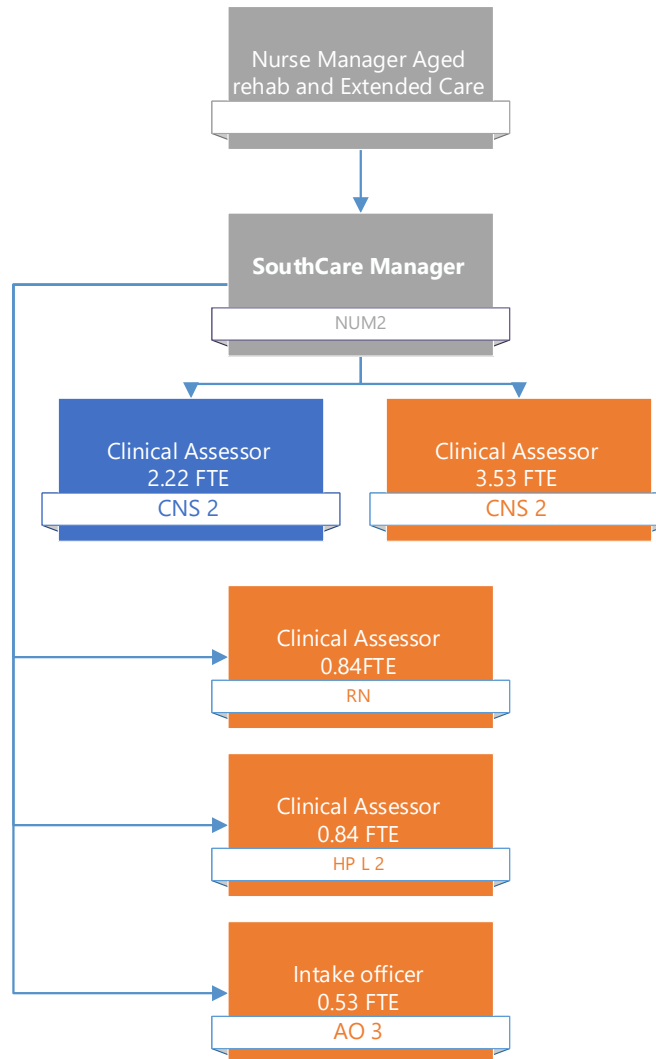


Organisational Chart Legend	
SESLHD ACAT & RAS Positions	
Third Schedule ACAT	
Management positions outside of scope	

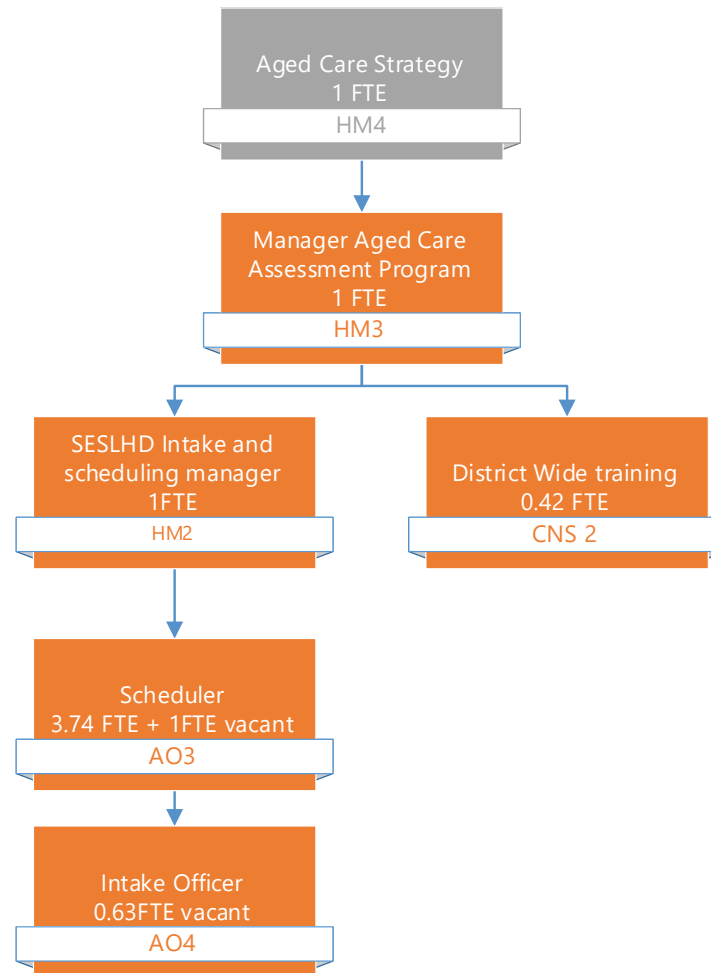
1.2.2 Prince of Wales ACAT and RAS



1.2.3 The Sutherland Hospital ACAT

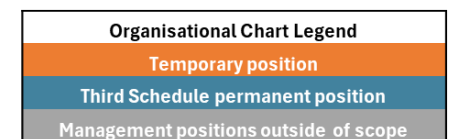
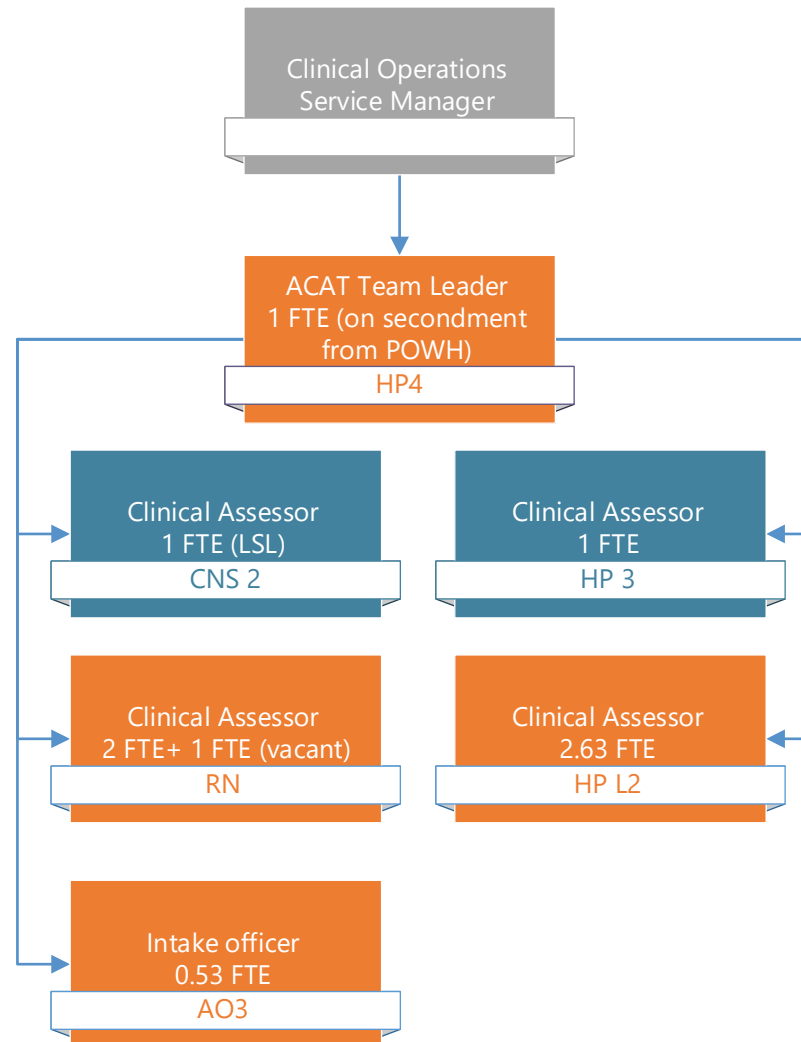


1.2.4 Population and Community Health ACAT

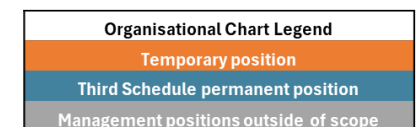
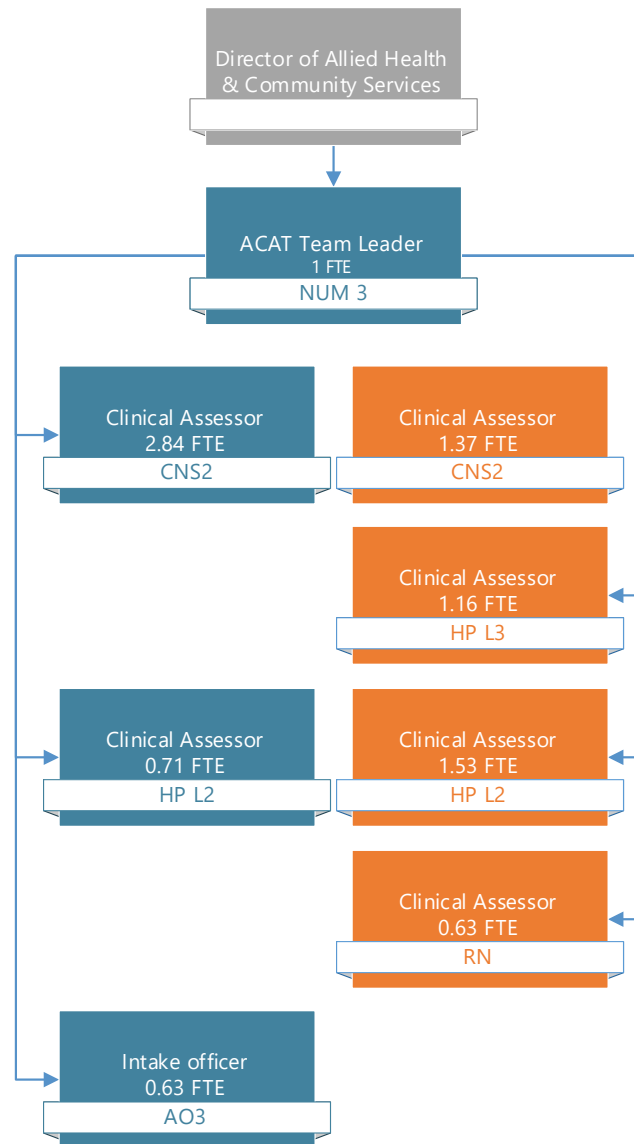


Organisational Chart Legend	
Temporary position	
Management positions outside of scope	

1.2.5 War Memorial Hospital ACAT



1.2.6 Calvary Health Care Kogarah ACAT



2. Proposed Organisation Structure

2.1 Case for Change

The Commonwealth DoHAC implemented a new single aged care assessment system on 1 July 2024. The new single assessment system combines the services currently provided by ACAT, RAS and Australian National Aged Care Classification (AN-ACC) functions.

As part of the establishment of a single aged care assessment system the current “block-funded” budget arrangements will transition to an activity-based model.

In response to the impending changes implemented by the Commonwealth, the SESLHD Aged Care Reform Executive Committee considered the requirements of the new single assessment system against the current structure and determined that a single assessment service structure in SESLHD was necessary and that there would be advantages for the single service to be managed by PaCH.

2.2 Key Changes

Under the proposed restructure, ACAP and RAS will transition from programs managed and delivered by POWH, TSH, PaCH, CHCK and WMH to a single SESLHD program managed by PaCH. The Unified ACAP will be one service, comprising of two teams, located in the north and south of SESLHD. Key positions that will be established to lead the SESLHD Unified ACAP include;

ACAP Manager: Health Manager Level 3

This position provides leadership to SESLHD’s Aged Care Assessment Program including managing human, financial, material and capital resources to provide a high quality, efficient service that meets key performance indicators and financial accountabilities of the Program.

ACAP Team Leader: Health Professional Level 6 or Nursing Unit Manager Level 2*

Two team leaders, reporting to the ACAP Manager will provide operational management of the southern and northern based teams. The Team Leader will plan, coordinate, lead and manage human, financial, material and capital resources to provide a high quality, efficient service that meets key performance indicators and financial accountabilities of the Program.

**Subject to formal grading*

Quality and Service Development Manager: Health Professional Level 5 or Nurse Manager Level 1*

This position will provide speciality support for the management of Aged Care Assessments to support the efficient and effective operation of the Aged Care Assessment Program to achieve business and service objectives. This position will facilitate, develop and deliver aged care training activities to the Aged Care Assessment workforce and coordinate quality and safety initiatives across ACAP. This position will support the ACAP Manager in the delivery of systems, policy, intake and scheduling processes, monitoring and reporting to ensure safe, quality, and efficient services.

**Subject to formal grading*

The proposed organisational structure for the SESLHD Unified ACAP is included at 2.3.

Professional reporting lines

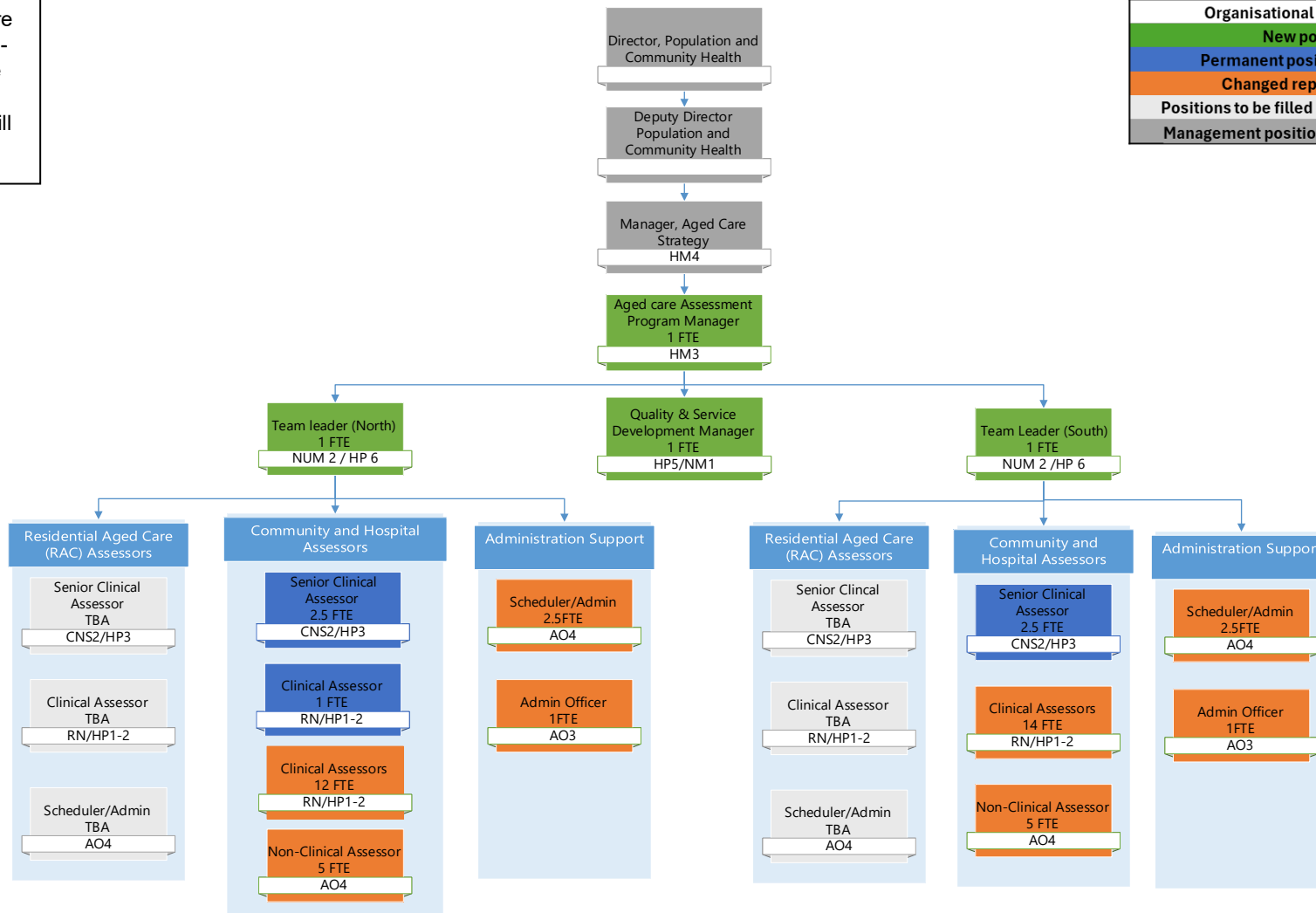
*Nurses professional reporting line will be to the Nursing lead on the PaCH Executive Team (currently the Deputy Director, PaCH).

*Allied Health professional reporting line will be to the Allied Health lead on the PaCH Executive Team (currently the Director of Child Youth and Family Services).

2.3 Proposed Organisation Chart

Due to the nature of Commonwealth funding, all positions in the new structure will be temporary 3-year + 2-year positions, except those marked in dark blue where permanent SESLHD staff will be matched

Organisational Chart Legend	
	New position
	Permanent position/ Matched
	Changed reporting lines
	Positions to be filled once budget known
	Management positions outside of scope



*Aged Care Assessment Program Manager (HM3) – New position. Current permanent SESLHD staff member to be matched to the position.

3. Proposed Changes to Positions

3.1 Proposed changes to positions – SESLHD permanent roles

Current position	Current grade	Proposed Position	Proposed Grade	Nature of change	Comments
CHATT & HAP Manager POWH	HP6	Aged Care Assessment Program Manager	HMS3	Matched to suitable position	Position to manage the Unified ACAP, reporting to the Manager, Aged Care Strategy. Direct reports: <ul style="list-style-type: none"> ACAP Team Leader (North) ACAP Team Leader (South) ACAP Quality & Service Development Manager
TSH ACAT Clinical Assessor	CNS2	Senior Clinical Assessor	CNS2	Matched to suitable position	2.22 FTE permanent incumbents
POWH ACAT Clinical Assessor	CNS2	Senior Clinical Assessor	CNS2	Matched to suitable position	1.63 FTE permanent incumbents
POWH ACAT Assessor	HP3	Senior Clinical Assessor	HP3	Matched to suitable position	1 FTE permanent incumbents
POWH ACAT Assessor	HP2	Clinical Assessor	HP2	Matched to suitable position	1 FTE permanent incumbents
SouthCare Manager	NUM2	Nil	N/A	Position affected	1 FTE – change of direct reports. Role to remain at TSH.

3.2 New Positions

No.	Position Title	Summary of Proposed Change
1	Aged Care Assessment Program Manager HM3 1 FTE	Position to lead the Unified ACAP service Reports to the Manager, Aged Care Strategy Direct reports <ul style="list-style-type: none"> • ACAP Team Leader (North) • ACAP Team Leader (South) • ACAP Quality & Service Development Manager
2	ACAP Team Leader HP6 / NUM2 2 FTE (North / South Team Leader)	Reports to Aged Care Assessment Program Manager Direct reports to each Team Leader position: <ul style="list-style-type: none"> • 18 FTE clinical staff and • 11.5 FTE Administration Officer
3	ACAP Quality and Service Development Manager HP5 / NM1 1 FTE	Reports to Aged Care Assessment Program Manager Oversees training and education of ACAP team Ensure quality and safety in aged care assessment services

3.3 Proposed changes for temporary SESLHD staff

No.	Position Title	Summary of Proposed Change
1	Clinical Assessor Temporary CNS2/HP3	Invite to express an interest in any vacant 3-year plus 2-year ¹ role in new structure at the time of implementation or Honour current contract until 30 June 2025
2	District wide training Temporary CNS2	Invite to express an interest in any vacant 3-year plus 2-year role in new structure at the time of implementation
3	Clinical Assessor Temporary RN/HP2	Invite to express an interest in any vacant 3-year plus 2-year role in new structure at the time of implementation
4	Manager Aged care Assessment Program Temporary HM3	Invite to express an interest in any vacant 3-year plus 2-year role in new structure at the time of implementation
5	SESLHD Intake and Scheduling Manager Temporary HM2	Invite to express an interest in any vacant 3-year plus 2-year role in new structure at the time of implementation
6	Scheduler Temporary AO3	Invite to express an interest for AO3 or AO 4 positions for 3-year plus 2-year role in new structure at the time of implementation
7	Non-Clinical RAS Assessor Temporary AO4	Invite to express an interest in any vacant 3-year plus 2-year role in new structure at the time of implementation
8	Intake Officer Temporary AO4	Invite to express an interest in any vacant 3-year plus 2-year role in new structure at the time of implementation

¹ A 3-year plus 2-year¹ is a three year contract, and the employee has the opportunity at the end of the three years to extend (the current contract) for a further two year period (without having to reapply).

3.4 Proposed changes for Calvary Health Care Kogarah and War Memorial Hospital staff

3.4.1 Calvary Healthcare Kogarah ACAP

No.	Position Title	Summary of Proposed Change
1	ACAT Team Leader Permanent NUM3	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation
2	Clinical Assessor Permanent CNS2/HP3	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation
3	Clinical Assessor Temporary CNS2/HP3	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation or Offer SESLHD temporary contract at current grade until 30 June 2025
4	Clinical Assessor Permanent RN/HP2	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation
5	Clinical Assessor Temporary RN/HP2	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation or Offer SESLHD temporary contract at current grade until 30 June 2025
6	Intake Officer Permanent AO3	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation

3.4.2 War Memorial ACAP

No.	Position Title	Summary of Proposed Change
1	ACAT Team Leader Permanent HP 4	N/A – Vacant <i>NB: See Table 3.1 re SESLHD employee currently seconded to this role</i>
2	Clinical Assessor Permanent CNS2/HP3	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation
3	Clinical Assessor Temporary RN/HP2	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation or Offer SESLHD temporary contract at current grade until 30 June 2025
4	Administration Officer Temporary AO3	Invite to express an interest in any vacant 3-year plus 2-year SESLHD ACAP position in the new structure at the time of implementation

3.5 Principles for restructure

SESLHD permanent staff will be matched to a suitable position in the new structure and retain their permanent status.

Under the new structure the remaining vacant positions will then be filled by an Expression of Interest process among existing ACAP staff from SESLHD, CHCK and WMH.

All CHCK and WMH employees will be invited to express an interest in any vacant position and if successful will be offered a 3-year plus 2-year contract as a SESLHD employee in the new structure. CHCK and WMH temporary clinical assessor staff may choose to accept a SESLHD temporary contract at their current grade until 30 June 2025.

SESLHD temporary staff will be invited to express an interest in any vacant position and if successful will be offered a 3-year plus 2-year contract in the new structure. SESLHD temporary clinical assessor staff may choose to remain on their current temporary contract until 30 June 2025.

4. Consultation

This Restructure Consultation Paper and draft position descriptions will be released for consultation for a period of four weeks.

Written feedback should be provided to:

SESLHD-Unified-ACAP@health.nsw.gov.au

The New South Wales Nurses and Midwives Association (NSWNMA) and the Health Services Union (HSU) will be notified, provided with the Restructure Consultation Paper and invited to comment on the proposal.

Consultation is in accordance with NSW Health Policy Directive PD2012_021 *Managing Excess Staff of the NSW Health Service*.

The relevant manager will have discussions with all position holders who are directly affected by the proposal during the consultation period. Staff may request meetings with a relevant manager and/or via the SESLHD Unified ACAP email address above.

The Director Population and Community Health will consider all feedback received as part of the consultation process.

Staff Considerations

SESLHD

Key contact officers:

- Tony Jackson, Deputy Director, Population and Community Health
tony.jackson@health.nsw.gov.au
- Louise Johnson, Head People and Culture Business Partnering and Employee Relations, People and Culture, Workforce Advisory Services SESLHD
louise.johnson1@health.nsw.gov.au

Calvary Health Care Kogarah

Key contact officers for staff of CHCK:

- Andrea Ness, General Manager, CHCK

andrea.ness@health.nsw.gov.au

- Helene Delinicolis, HR Manager, CHCK

helene.delinicolis@health.nsw.gov.au

- HR: CHCK

CHC-Kogarah-HR@health.nsw.gov.au

War Memorial Hospital

Key contact officers for staff of WMH

- Jane McGuire, General Manager, WMH

jane.mcguire@health.nsw.gov.au

Employee Assistance Program

Staff are reminded of the availability of the Employee Assistance Program through Converge on 1300 687 327. This number is answered 24 hours per day, seven days per week to facilitate enquiries, booking requests and to provide assistance.

5. Restructure Timeframe

Task	Documentation/Task	Timeframes (Indicative)
Consultation period with staff and unions commences	Restructure Consultation Paper and draft position descriptions	26 September
Consultation period closes	Feedback provided to SESLHD-Unified-ACAP@health.nsw.gov.au	24 October
Feedback reviewed and considered	Update Restructure Consultation Paper	1 November
Consultation document finalised incorporating any changes identified during consultation	Restructure Consultation Paper (Final)	4 November
Approval by Chief Executive of the final structure and to proceed with implementation	CE approval	8 November
Permanent SESLHD staff matched	Letter of offer to staff notifying of matched position	11 November
EOI process for all temporary positions	EOI open for existing ACAP and RAS staff in SESLHD, WMH and CHCK	11 November
Confirm all temporary appointments	Letter of offer to all temporary staff	Early December
Any residual vacancies managed as per routine recruitment	External recruitment process	December 2024


6. Position Descriptions

Full position descriptions included in Appendix

No.	Document description
1.	ACAP Manager HM3
2.	ACAP Team Leader NUM2/HP 6
3.	ACAP Quality and Service Development Manager NM1/HP5
4.	ACAP Senior Clinical Assessor CNS2/HP3
5.	ACAP Clinical Assessor RN /HP1-2
6.	ACAP Non-Clinical Assessor AO4
7.	ACAP Scheduler Administrative Officer AO4
8.	ACAP Administrative Officer AO3

7. Endorsement

Executive Sponsor

Name	Dr Marianne Gale
Position Title	Director, Population and Community Health
Signature	
Date	25 September 2024

Position Description



Appendix

1. Aged Care Assessment Program Manager

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	Aged Care Strategy Manager
Position Number	
Cost Centre	SES PACH Aged Care Assessment - 181416

- Section 1 – Role Details

Does this role require Job Demand Check List?	YES	
Position Description Title *:	Aged Care Assessment Program Manager	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	
Award*	Health Managers (State) Award,	
Position Classification*	Health Manager Level 3	
Job Category Coding (ROB)*	Primary and Community Care	
Job Classification Coding (ROB)*	Community Management	
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.

<p>primary purpose of the role, answering the question: “Why does this role exist?”</p>		<p>The SESLHD Aged Care Assessment Program (ACAP) Manager will be responsible for planning, coordinating and providing strategic direction and leadership to SESLHD’s Aged Care Assessment Program. It will involve managing human, financial, material and capital resources to provide a cost effective, quality service that meets key performance indicators and financial accountabilities of the <i>Aged Care Assessment Program</i>. The position will support the Aged Care Strategy Manager to provide cost effective and quality services which achieve Commonwealth key performance indicators and financial accountabilities. Providing expert advice and services on all facets of Aged Care Assessments and My Aged Care.</p> <p>The position will also provide operational, strategic leadership and clinical governance over the SESLHD Aged Care Assessment teams that include Community and Hospital Assessors, Residential Aged Care Assessors, administrative support and quality and service development. The staffing mix of the Assessment teams consists of nurses, allied health and Intake assessors and administration staff.</p>
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- **Section 2 – Key Accountabilities**

<p>Standard Key Accountabilities*</p>	<p>(Free Text)</p>	<ul style="list-style-type: none"> • Manage and provide a high level of guidance, effective leadership and management to the Aged Care Assessment Team to ensure quality and timely delivery of Aged Care Assessments to aged clients across SESLHD. • Provide high level analytical data, and compile and disseminate reports to support Aged Care Assessment program needs in the provision of Aged Care Assessment Services. • Provide high level quality advice, guidance and support to Aged Care Strategy Manager on a broad range of clinical and case management issues for SESLHD aged care assessments including, but not limited to Commonwealth Aged Care Assessment Guidelines and Procedures to support service delivery.
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- In consultation with or as delegated by the Service Manager, provide effective operational management of the team including recruitment, rostering, leave management, supervision, performance development.
- Build and maintain strategic relationships by liaising, consulting and negotiating with internal and external stakeholders to identify key Aged Care Assessment priorities and provide effective Aged Care Assessment Services.
- Promote continual improvement by establishing and reviewing performance indicators and relevant reporting systems to deliver a superior service
- Contribute at a senior level to the development and implementation of business and strategic plans to meet business objectives
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
- Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service
- All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.
- Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget.
- Recruit, coach, mentor, and initiate performance agreements for Aged Care Assessment Team to develop the capabilities of the

		<p>team to undertake changing roles, responsibilities and accountabilities and to provide for succession within the unit</p> <ul style="list-style-type: none"> • Manage resources, budgets, assets, projects, and staffing to maximise achievement of goals and required level of skills and performance • Comply with and implement the NSW Health Work Health and Safety Better Practice Procedures by identifying, assessing, eliminating/controlling and monitoring hazards and risks within the workplace, to the extent of delegated authority for the role.
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• **Section 3 – Key Challenges**

Challenges	<ul style="list-style-type: none"> • Leading consultations with internal and external stakeholders often where there are competing needs/objectives. • Balancing limited resources to meet competing needs and expectations and dealing with high volume workloads whilst concurrently managing to achieve positive outcomes. • Operating effectively within a rapidly changing Aged Care and Health Care environment.
Decision Making	<ul style="list-style-type: none"> • The SESLHD Aged Care Assessment Program Manager has substantial autonomy in the management of staff and/or other resources of the Aged Care Assessment Program service delivery processes including resource allocation across sites in response to demand to achieve work objectives. • The SESLHD Aged Care Assessment Program Manager defines and oversees reportable performance indicators for the district. • Developing and sustaining a service and workforce that is flexible, adaptable, and resilient providing quality services in a complex and ever-changing environment.

Communication	<ul style="list-style-type: none"> Internally, the Aged Care Assessment Program Manager is required to communicate regularly with Manager, Aged Care Strategy, Senior Aged Care Operational Managers and the SESLHD Aged Care Assessment Program Management Committee on issues pertaining to workload, key performance indicators, resources and budgets. Externally, the Aged Care Assessment Program Manager will develop and maintain effective relationships with NSW Ministry of Health, other LHD ACAP Managers, Primary Health Networks Non-Government Organisations, and other Aged Care providers to keep abreast of Aged Care Assessment Initiatives and further reforms.
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• **Section 4 – Key Relationships**

Key Internal Relationships	Who?	Manager, Aged Care strategy
	Why?	Line Manager
	Who?	SESLHD ACAP Team Leaders
	Why?	To ensure clinical teams are aware of My Aged Care policies and procedures and manage staff
	Who?	Director of Allied Health/ Nursing and/or delegate
	Why?	Supporting professional and strategic governance for Allied Health / Nursing
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Government and non-government agencies in Aged Care
	Why?	To maintain and enhance key relationships,
	Who?	Other Aged Care Providers
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

- **Section 5 – Staffing/Responsible for**

Number of direct and indirect reports to position.

Direct Reports	3
Indirect Reports	59FTE

- **Section 6 – Financial Delegation**

As per delegation manual	As per delegation manual
Other \$	

- **Section 7 – Essential Requirements**

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> • All staff are required to complete and submit a Pre-employment Health Declaration Form • Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check • <i>Staff who supervise others:</i> As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable. • <i>Staff who do not supervise others:</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work
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		health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	(Free Text)	

- **Section 8 – Selection Criteria**

1	Relevant tertiary qualifications in a health-related field or relevant equivalent Aged Care work experience, or a combination of study and work experience
2	Demonstrated strong leadership skills to enhance staff performance, influence workplace culture, and lead change
3	Extensive knowledge of contemporary issues in Aged Care Assessments
4	Demonstrated high level verbal and written communication skills, interpersonal, negotiation and influencing skills with a strong customer service approach
5	Demonstrated high level analytical and problem-solving skills including the ability to provide authoritative advice and recommendations across a large and complex organisation
6	Demonstrated ability to develop and maintain effective working relationships with senior management, and other key stakeholders
7	Demonstrated experience in planning and evaluation at strategic and service levels within a high volume dynamic work environment
8	Willingness to travel in accordance with the demands of the position

- Section 9 – Other Requirements (Optional)

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	

- Section 10 – Disqualification Questions

Disqualification Questions	Currently Unavailable
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- Section 12 – Job Demands Checklist – **MUST** be completed as relevant to the role

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Occasional
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippy, indoors/outdoors, slopes	Infrequent
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Occasional
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable

Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Occasional
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Infrequent
Reaching – arms fully extended forward or raised above shoulder	Infrequent
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Infrequent
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Occasional
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Occasional
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Constant
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Constant
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Repetitive
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Infrequent
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Occasional
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients/clients	Occasional
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Occasional
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Occasional
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable

Noise – environmental/background noise necessitates people raise their voice to be heard	Frequent
Inadequate Lighting – risk of trips, falls or eyestrain	Occasional
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasional
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Occasional
Confined Spaces – areas where only one egress (escape route) exists	Occasional
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Not Applicable

Position Description



2. Aged Care Assessment Program Team Leader

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	Aged Care Assessment Program Manager
Position Number	
Cost Centre	SES PACH Aged Care Assessment - 181416

- Section 1 – Role Details

Position Description Title *	Aged Care Assessment Program Team Leader	
Does this role require Multiple Awards?*	YES	
Award* <i>List all relevant Awards</i>	NSW Health Service Health Professionals (State) Award Public Health System Nurses & Midwives (State) Award	
Position Classification* <i>List all classifications relevant to this position</i>	Health Professional Level 6, Nurse Unit Manager Level 2	
Job Category Coding (ROB)*	Primary and Community Care	
Job Classification Coding (ROB)*	Community Management	
Job Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	

<p>Primary Purpose of the role*</p> <p>A concise summary of the primary purpose of the role, answering the question: “Why does this role exist?”</p>	<p><i>(Mandatory)</i></p> <p><i>PM team will include this text</i></p>	<p>The vision for South Eastern Sydney Local Health District (SESLHD) is ‘exceptional care, healthier lives’. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.</p>
	<p><i>(Free text)</i></p>	<p>South Eastern Sydney Local Health District (SESLHD) is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.</p> <p>This position has operational accountability for their team within the Aged Care Assessment Program and reports operationally to the Aged Care Assessment Program Manager.</p> <p>The Team Leader will provide operational direction, lead, guide and manage the team across the relevant facilities. The role will facilitate the implementation of high levels of clinical expertise in order to provide high quality care to patients/clients and their carers consistent with NSW Ministry of Health (MoH) and SESLHD policies, procedures and standards. The position contributes directly to the development of policy, with consideration of the strategic context. The team leader will meet demand for service delivery and ensure that KPIs and mandatory standards are achieved and maintained. The Team leader will participate in all planning and service development activities for the Aged Care Assessment Program.</p> <p>The Team Leader will plan, coordinate, lead and manage human, financial, material and capital resources to provide a cost effective, quality service that meets key performance indicators and financial accountabilities of the Aged Care Assessment service.</p>

• **Section 2 – Key Accountabilities**

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> Responsible for the professional leadership, guidance and line management of their team. In consultation with Aged Care Assessment Program Manager, will assess, plan, organise,
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		<p>deliver, evaluate, and report on the provision of high quality Aged Care Assessment services in accordance with the NSW Ministry of Health and SESLHD policies, business plans and clinical practices, to achieve best practice in patient care.</p> <ul style="list-style-type: none">• Develop appropriate operational objectives for their team in conjunction with the Aged Care Assessment Program Manager.• In consultation with, or as delegated by the Aged Care Assessment Program Manager, will provide effective operational management of their team including recruitment, rostering, leave management, supervision, performance development.• Maintain interdisciplinary practice for comprehensive aged care assessment in the hospital and community.• Plan and prioritise own and team work requirements to effectively meet the provision of patient care as well as departmental and management objectives.• In consultation with, or as delegated by the Aged Care Assessment Program Manager, will ensure timely and accurate statistical reporting of clinical activity for their team's services in the required systems to enable optimal management, evaluation and costing of services.• Work with the relevant SESLHD Discipline Advisor/s and/or Aged Care assessment Program Manager as delegated by the Director of Allied Health or Director of Nursing to implement strategies which address the learning and development needs of their team and other Allied Health staff to meet the clinical and professional needs of staff (e.g. interdisciplinary training and education).• In consultation with or as delegated by the Aged Care Assessment Program Manager, monitor and report on KPIs related to the benchmarking of activity and service indicators.• Provide high level advice, support and education regarding Northern Aged Care Assessment Team to health care professionals within the health care team.
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		<ul style="list-style-type: none"> • Ensure the ongoing improvement in clinical practice, quality activities, and policies and procedures. • Ensure effective liaison with executive personnel and senior multidisciplinary clinical staff and managers. • Ensures the delivery of clinical and non-clinical services to be compliant with the NSQHS, WHS and other standards. • Manage incidents and consumer related feedback. • Build and sustain effective relationships with clinical service provision stakeholders. • Ensure evidence-based practice and promote research within their team. • Any other duties consistent with the roles of this position, as directed.
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• **Section 3 – Key Challenges**

Challenges	<ul style="list-style-type: none"> • Balancing limited resources to meet competing needs of patient/client groups and expectations and dealing with high volume workloads while at the same time managing to achieve positive outcomes. • Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources. • Managing the change process affecting their team in relation to new systems and service reporting requirements at their facility.
Decision Making	<ul style="list-style-type: none"> • In collaboration with the Aged Care Assessment Program Manager, monitor and report on KPIs related to the benchmarking of activity and service indicators for their team within the facility. • Provide advice to the Aged Care Assessment Program Manager, on the appropriateness of the unit staff profile and deployment of staff throughout the service.
Communication	<ul style="list-style-type: none"> • Internally, the Team Leader is required to communicate regularly with Aged Care Assessment Program Manager, Discipline Advisor, allied health professionals, nursing staff, medical staff, and other health care members of multi-disciplinary teams to patient care and team functioning.

	<ul style="list-style-type: none"> Externally, the Team Leader will develop and maintain effective relationships with education providers and appropriate organisations.
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• **Section 4 – Key Relationships**

Key Internal Relationships <i>3 max - Cannot exceed 200 characters per line</i>	Who?	Aged Care Assessment Program Manager
	Why?	Line manager
	Who?	Director of Allied Health, Nursing and/or delegate
	Why?	Supporting professional and strategic governance for allied health/nursing
	Who?	
	Why?	
Does this role routinely interact with external stakeholders?		NO
Key External Relationships <i>2 max - Cannot exceed 200 characters per line</i>	Who?	Clients
	Why?	Provide high quality aged care assessments
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

• **Section 5 – Staffing/Responsible for**

Direct Reports	18 FTE clinical staff 11.5 FTE Administration Officers with specialist training in My Aged Care for triage of clients
Indirect Reports	

- Section 6 – Financial Delegation

As per delegation manual	as per delegation manual
Other \$	

- Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Please do not use the Mandatory text below within other sections.

Essential Requirements	<p><i>(Mandatory)</i></p> <p><i>PM team will include this text</i></p>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check.
	<p><i>(Mandatory)</i></p> <p><i>PM team will include relevant text dependent on whether the position has direct reports or not</i></p>	<ul style="list-style-type: none"> Staff who supervise others: As a leader you are expected to actively support and demonstrate your commitment to the organisation’s safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable. Staff who do not supervise others: You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and

		notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	<i>(Free Text)</i> <i>Cannot exceed 3500 characters</i>	

- **Section 8 – Selection Criteria**

1	Current registration with a relevant Registration Board (AHPRA), or membership or eligible for membership of relevant recognised profession body as per the NSW Health Service Professionals (State) Award or Public Health System Nurses & Midwives (State) Award.
2	Extensive clinical experience within Aged Care services and assessments.
3	Demonstrated ability to provide high level of guidance, leadership and management of resources and services equivalent to the intricacies of the role.
4	Demonstrated ability to work as part of a multi-disciplinary team and to apply advanced reasoning skills and independent professional judgement when dealing with situations of a novel, complex or critical nature.
5	Demonstrated ability to initiate, lead, complete and share quality improvement initiatives and service evaluation processes and demonstrated application of evidence-based practice within their clinical area
6	Negotiation, decision making and advocacy skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders.
7	Willingness to travel in accordance with the demands of the position.

- **Section 9 – Other Requirements (Optional)**

Other Requirements	<i>(Mandatory)</i> <i>PM team will include this text</i>	<ul style="list-style-type: none"> • Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
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	(Mandatory)	<ul style="list-style-type: none"> Staff who supervise others: Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit Staff who supervise others: Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<p>PM team will include relevant text dependent on whether the position has direct reports or not</p>	

• **Section 10 – Disqualification Questions**

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

Disqualification Questions	Currently Unavailable
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• **Section 11 – Capabilities for the Role**

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Adept
	<input type="checkbox"/>	Act with Integrity	Adept
	<input checked="" type="checkbox"/>	Manage Self	Advanced
	<input type="checkbox"/>	Value Diversity	Adept
Relationships	<input type="checkbox"/>	Communicate Effectively	Advanced
	<input type="checkbox"/>	Commitment to Customer Service	Intermediate
	<input type="checkbox"/>	Work Collaboratively	Adept
	<input checked="" type="checkbox"/>	Influence and Negotiate	Adept
Results	<input type="checkbox"/>	Deliver Results	Adept
	<input type="checkbox"/>	Plan and Prioritise	Adept

	<input checked="" type="checkbox"/>	Think and Solve Problems	Adept
	<input type="checkbox"/>	Demonstrate Accountability	Adept
Business Enablers	<input type="checkbox"/>	Finance	Foundational
	<input checked="" type="checkbox"/>	Technology	Intermediate
	<input type="checkbox"/>	Procurement and Contract Management	Foundational
	<input type="checkbox"/>	Project Management	Intermediate
People Management	<input checked="" type="checkbox"/>	Manage and Develop People	Adept
	<input checked="" type="checkbox"/>	Inspire Direction and Purpose	Intermediate
	<input type="checkbox"/>	Optimise Business Outcomes	Intermediate
	<input type="checkbox"/>	Manage Reform and Change	Intermediate

Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
* Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Occasional
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Infrequent
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Occasional
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Occasional
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Frequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Infrequent
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Infrequent
Reaching – arms fully extended forward or raised above shoulder	Infrequent
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Occasional

Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Occasional
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Frequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Frequent
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Frequent
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Occasional
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Frequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Frequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Frequent
Restraining – involvement in physical containment of patients/clients	Infrequent
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Infrequent
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Occasional
Confined Spaces – areas where only one egress (escape route) exists	Occasional



Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Occasional
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Occasional

Position Description



3. Aged Care Assessment Program Quality and Service Development Manager

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	Aged Care Assessment Program Manager
Position Number	
Cost Centre	SES PACH Aged Care Assessment - 181416

- Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Position Description Title *	Aged Care Assessment Program Quality and Service Development Manager	
Does this role require Multiple Awards?*	NO	<i>If Yes, Please list each Classification and grade below</i>
Award* <i>List all relevant Awards</i>	Health Professionals State Award Public Health System Nurses & Midwives (State) Award	
Position Classification* <i>List all classifications relevant to this position</i>	Allied Health Level 5 Nurse Manager Level 1	
Job Category Coding (ROB)*	Primary and Community Care	
Job Classification Coding (ROB)*	Community Aged Care	
Job Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	

<p>Primary Purpose of the role*</p> <p>A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"</p>	<p><i>(Mandatory)</i></p> <p><i>PM team will include this text</i></p>	<p>South Eastern Sydney Local Health District (SESLHD) is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community.</p>
	<p><i>(Free text)</i></p> <p><i>Cannot exceed 3400 characters</i></p>	<p>Provide a high-level speciality support for the management of Aged Care Assessments to support the efficient and effective operation of the Aged Care Assessment service to achieve business and service objectives.</p> <p>This position will facilitate, develop and deliver aged care training activities to the Aged Care Assessment workforce and coordinate quality and safety initiatives across the Aged Care Assessment Program.</p> <p>This position will also support the Aged Care Assessment Program Manager in the delivery of systems, policy, intake and scheduling processes, monitoring and reporting to ensure safe, quality, and efficient services.</p>

- **Section 2 – Key Accountabilities**

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> • Assess, plan, organise, deliver, evaluate, and report on the provision of high-quality Aged Care Assessments in accordance with My Aged Care, NSW Health and SESLHD policies and clinical practices, to achieve patient/client health outcomes within specified timeframes • Develop and review education resources and coordinate and facilitate an ongoing program of support and in-service education for staff of the Aged Care Assessment Program to continuously improve the level of service provided to patients/clients • Maintain up to date knowledge, skills and practice by researching and developing adult education principles, models of best practice in training and education and developing training programs, to support and improve the delivery of training to students • Communicate effectively in a culturally sensitive manner with patients/clients, families, and other health care professionals to plan
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and implement intervention strategies to ensure patient needs are identified and their requirements are addressed as far as possible

- Identify opportunities for improvement in clinical practice and develop and facilitate student involvement in ongoing quality improvement activities and the development of policies, procedures, standards and practices in order to continuously improve the level of service provided to patients/clients
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
- Build and maintain relationships by liaising, consulting and negotiating with internal and external stakeholders to identify key Aged Care Assessment priorities and provide effective solutions
- Develop and maintain systems and processes and manage staff education, reporting for activity-based funding, assets and projects to maximise achievement of goals and required levels of skills and performance. Promote continual improvement and focus on superior service by establishing and reviewing performance indicators and relevant reporting systems
- Maintain responsibility for personal and professional development by participating in evidence-based practice activities, training/education, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients.
- All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.

• **Section 3 – Key Challenges**

Challenges	<ul style="list-style-type: none"> Utilising limited resources to meet competing patient/client needs and expectations and dealing with high volume workloads while at the same time achieving positive outcomes. Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources. Managing patients/clients with challenging behaviours.
Decision Making	<ul style="list-style-type: none"> Makes decisions using advanced reasoning skills and working autonomously in relation to day-to-day operations and clinical care of patients/clients within scope of practice. Exercises independent professional knowledge and judgement to solve problems of a complex nature. Manages specific tasks or projects.
Communication	<ul style="list-style-type: none"> Internally, the Quality and Service Development Manager is required to communicate regularly with Allied Health professionals, nursing staff, medical staff, and other health care members of multi-disciplinary teams on issues related to patient care and team functioning. Externally, the Quality and Service Development Manager will develop and maintain effective relationships with relatives, My Aged Care providers.

• **Section 4 – Key Relationships**

Key Internal Relationships <i>3 max - Cannot exceed 200 characters per line</i>	Who?	Aged Care Assessment Program Manager
	Why?	Line Manager, develop relationship to support manager and delivery effectively on objectives
	Who?	Colleagues and internal stakeholders
	Why?	To work cohesively, promote culture, and achieve goals
	Who?	Aged Care Assessment teams
	Why?	Provide ongoing training to staff to ensure high performing team aligned with strategic goals
Does this role routinely interact with external stakeholders?	NO	

Key External Relationships <i>2 max - Cannot exceed 200 characters per line</i>	Who?	
	Why?	
	Who?	
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

- **Section 5 – Staffing/Responsible for**

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

- **Section 6 – Financial Delegation**

As per delegation manual	N/A
Other \$	N/A

- **Section 7 – Essential Criteria**

Essential Requirements	<i>(Mandatory)</i> <i>PM team will include this text</i>	<ul style="list-style-type: none"> • All staff are required to complete and submit a Pre-employment Health Declaration Form. • Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check.
	<i>(Mandatory)</i> <i>PM team will include relevant text</i>	<ul style="list-style-type: none"> • Staff who supervise others: As a leader you are expected to actively support and demonstrate your commitment to the organisation's safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact

	<p><i>dependent on whether the position has direct reports or not</i></p>	<p>upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable.</p> <ul style="list-style-type: none"> • Staff who do not supervise others: You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.

- **Section 8 – Selection Criteria**

1	Qualifications in accordance with Schedule C of the NSW Health Service Health Professionals (State) Award or Public Health System Nurses & Midwives (State) Award and AHPRA Registration.
2	Extensive post graduate clinical experience in Aged Care assessment.
3	Demonstrated clinical teaching and facilitation skills in the health care environment.
4	Excellent negotiation, decision making and advocacy skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders including education providers.
5	Ability to work as part of a multi-disciplinary team and to apply independent professional judgement when dealing with situations of a complex nature.
6	Ability to initiate, lead, complete and share quality improvement initiatives and service evaluation processes and lead ongoing quality improvement activities with other staff.
7	Demonstrated commitment to ongoing clinical and professional learning.
8	Willingness to travel in accordance with the demands of the position.

- Section 9 – Other Requirements (Optional)

Other Requirements	(Mandatory) <i>PM team will include this text</i>	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees. All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.
	(Mandatory) <i>PM team will include relevant text dependent on whether the position has direct reports or not</i>	<ul style="list-style-type: none"> Staff who supervise others: Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit. Staff who supervise others: Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget.

- Section 10 – Disqualification Questions

Disqualification Questions	Currently Unavailable
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• **Section 11 – Capabilities for the Role**

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Advanced
	<input type="checkbox"/>	Act with Integrity	Advanced
	<input checked="" type="checkbox"/>	Manage Self	Advanced
	<input type="checkbox"/>	Value Diversity	Adept
Relationships	<input checked="" type="checkbox"/>	Communicate Effectively	Advanced
	<input type="checkbox"/>	Commitment to Customer Service	Adept
	<input type="checkbox"/>	Work Collaboratively	Adept
	<input type="checkbox"/>	Influence and Negotiate	Adept
Results	<input type="checkbox"/>	Deliver Results	Adept
	<input checked="" type="checkbox"/>	Plan and Prioritise	Adept
	<input type="checkbox"/>	Think and Solve Problems	Adept
	<input type="checkbox"/>	Demonstrate Accountability	Adept
Business Enablers	<input type="checkbox"/>	Finance	Foundational
	<input checked="" type="checkbox"/>	Technology	Intermediate
	<input type="checkbox"/>	Procurement and Contract Management	Foundational
	<input type="checkbox"/>	Project Management	Intermediate
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

- Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
* Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Occasional
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Frequent
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippy, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Infrequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Occasional
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Infrequent
Reaching – arms fully extended forward or raised above shoulder	Infrequent
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Occasional
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Infrequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Frequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Constant
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Frequent
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable

Touch – use of touch is an integral part of work performance	Not Applicable
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Occasional
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients/clients	Infrequent
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Infrequent
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasional
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Occasional

Position Description



4. Aged Care Assessment Program Senior Clinical Assessor

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	ACAP Team Leader
Position Number	
Cost Centre	SES PACH Aged Care Assessment - 181416

- Section 1 – Role Details

Position Description Title *	Aged Care Assessment Program Senior Clinical Assessor	
Does this role require Multiple Awards?*	YES	If Yes, Please list each Classification and grade below
Award*	NSW Health Service Health Professionals (State) Award Public Health System Nurses & Midwives (State) Award	
Position Classification* <i>List all classifications relevant to this position</i>	Health Professional Level 3 Clinical Nurse Specialist 2	
Job Category Coding (ROB)*	Allied Health Nursing	
Job Classification Coding (ROB)*	Level 3	
Job Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	YES	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	(Mandatory) <i>PM team will include this text</i>	South Eastern Sydney Local Health District (SESLHD) is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community.
	(Free text) <i>Cannot exceed 3400 characters</i>	As a member of the multidisciplinary team, the Senior Clinical Assessor undertakes comprehensive assessment of frail older people as community clients or inpatients. Aged care assessment encompasses the evaluation of physical, cognitive, medical, psychological, environmental and social aspects. The Senior Clinical Assessor is approved as a Delegate and undertakes the roles and responsibilities of an ACAT Delegate. Referral to other services and carer support / education, according to need, are also essential aspects of the position.

		<p>Plan, coordinate, and implement in-depth levels of clinical expertise and extensive specialised knowledge within Aged Care Assessment services in order to provide high quality Aged Care Assessments to Aged care clients consistent with NSW Health, <i>South Eastern Sydney Local Health District (SESLHD)</i> policies, procedures and standards.</p> <p>This role includes responsibilities for supervision, quality improvement initiatives, education delivery to other health care professionals and the teaching of students on clinical placement.</p>
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Section 2 – Key Accountabilities

<p>Standard Key Accountabilities*</p>	<p>(Free Text)</p> <p><i>Cannot exceed 3800 characters</i></p>	<p>Care Delivery</p> <ul style="list-style-type: none"> • Ensure optimal outcomes for aged care clients / patients by maintaining and promoting best practice, including evaluation of care outcomes. • Take action to resolve complaints / concerns at the client/ patient interface as soon as possible. Ensure feedback to ACAP Team Leader and other departmental heads as appropriate. <p>Aged Care Assessment</p> <ul style="list-style-type: none"> • Utilise My Aged Care Assessment Manual to guide all ACAT service provision. This will ensure good practices in assessment of older people’s support needs and eligibility for Commonwealth – subsidised aged care services under the Commonwealth Home Support Programme (CHSP) and/or types of care under the Aged Care ACT 1997 (The ACT) • Document all proposed in NSW Digital Health record and follow My Aged Care policies and procedures. <p>ACAT Delegation</p> <ul style="list-style-type: none"> • ACAT Delegates must meet the National Selection Criteria to be a delegate i.e. person approved by the Secretary of the Australian Government Department of Social Services to have designated authority under the Aged Care Act 1997. • Assess eligibility of applicants applying for Residential Permanent and/or Respite Care, Home Care Packages (HCPs) and Flexible Care (Transitional Care) utilising the Integrated Assessment Tool (IAT) in accordance with "Aged Care Assessment and Approval Guidelines". <p>Leadership</p> <ul style="list-style-type: none"> • Provide effective clinical leadership by providing direction, guidance and feedback to all clinical staff in relation to the ACAT assessment of client/patients and development and implementation of the support plan. • Provide in-depth advice/support regarding Aged Care Assessment to health care professionals in the multi-disciplinary team and act in
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		<p>a consultative role across the site/service to ensure delivery of appropriate & high quality of care</p> <ul style="list-style-type: none"> • Escalate clinical concerns, adverse events, critical incidents, 'near misses' and complaints to the ACAP Team Leader. Document same in IMS+. • Provide clinical supervision, <i>performance development reviews</i>, <i>professional development</i> and support clinical assessors, technical and support staff. • Act as an effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees • Maintain responsibility for personal/professional development by participating in evidence based and emerging practice activities, training/education and performance appraisals to continuously improve the level of service provided to patients/clients. <p>Administration and Documentation</p> <ul style="list-style-type: none"> • Undertake all administrative and documentation requirements and ensure that they are initiated and completed in a professional and timely manner and meet the requirements of Australian Government Department of Health and Aged Care (DoHAC) and SESLHD policies and procedures and NSW Health Guidelines. <p>Technical Skills and Application</p> <ul style="list-style-type: none"> • Demonstrate advanced <i>Aged Care Assessment</i> reasoning skills that enhance the service's ability to manage more complex patients/clients. Exercise independent professional judgement in solving problems and managing cases where principles, procedures and techniques require expansion/ adaptation. • Demonstrate advanced knowledge and clinical reasoning skills and application of skills required of a Senior clinical Assessor in contemporary Aged Care Assessment. • Maintain mastery of all agreed Aged Care Assessment competencies i.e. ACAT Accreditation as an Assessor and/or Delegate. • Teamwork and Communication • Work in collaboration with multidisciplinary staff across hospital and community services. • Actively participate in relevant meetings. • Participate in the orientation of new staff. • Act as resource person for other nursing and multidisciplinary staff. • Actively Participate in district case review and High Priority review meetings. <p>Continuous Improvement</p> <ul style="list-style-type: none"> • Be familiar with and participate in the quality-based accreditation program (ACHS: EQUiP, National Standards and WH&S Numerical Profiles) and the Aged Care Assessment Program (ACAP) Continuous improvement initiatives.
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		<p>Enabling Others</p> <ul style="list-style-type: none"> • Act as a role model and learning resource for all nursing staff as well as other health professionals. • Active involvement in activities that promote and engage others in meeting the philosophy, goals, core values and objectives of the unit, the organisation, SESLHD, MoH and DoH. • Communicate effectively in a culturally sensitive manner with patients/clients, families and other care professionals. • Teach/supervise students on clinical placement and work experience. • Be actively involved to teach/supervise clinicians training to be assessors.
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Section 3 – Key Challenges

Challenges	<p>Major challenges for the Senior Clinical Assessor include:</p> <ul style="list-style-type: none"> • Ensure that access to ACAT services is based on need (utilising the priority categories as defined in the My Aged Care Assessment Manual (July 2024), to respond to referrals in a timely and efficient manner. • Utilise appropriate Consent practices as prescribed by policy Aged Care Assessment to document all proposed action, agreed referral action and to ensure that best practice has been undertaken in the assessment process. • Consider all available care and support options appropriate to the needs of the Client and facilitate the provision of services to the point of effective referral via the My Aged Care (MAC) systems.
Decision Making	<p>Decision Making/Influence:</p> <p>The Senior Clinical Assessor:</p> <ul style="list-style-type: none"> • Utilise effective decision making which incorporates the client/carers perspective • Ensure that all relevant information is made available to clients/ carers, so they can make informed choices • Complete the electronic Integrated Assessment Tool (IAT) and submit for ACAT Delegation • Escalates issues outside of policies and procedures and complex or unusual care requirements to the NUM/Nurse Manager, and appropriate parties (after hours).
Communication	<p>Communication:</p> <ul style="list-style-type: none"> • Internally, the Senior Clinical Assessor is required to communicate regularly with ACAP Team Leader and other health care staff on issues related to patient care and team functioning • Ensure that multidisciplinary discussion, particularly with complex and difficult cases is utilised whenever practicable and appropriate. • Externally, the Senior Clinical Assessor will develop and maintain effective relationships with relatives, carers and relevant external organisations (e.g.

	Residential Aged Care Facilities, General Practitioners) as appropriate to provide care, information and/or advice <ul style="list-style-type: none"> • Develop rapport with clients and carers to optimise outcomes.
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Section 4 – Key Relationships

Key Internal Relationships <i>3 max - Cannot exceed 200 characters per line</i>	Who?	Director of Allied Health or their delegate. Director of Nursing or their delegate.
	Why?	Supporting professional and strategic governance for allied health/nursing
	Who?	ACAP Team Leader
	Why?	Line Manager
	Who?	Multidisciplinary team
	Why?	Collaborative and efficient service provision
Does this role routinely interact with external stakeholders?		YES
Key External Relationships <i>2 max - Cannot exceed 200 characters per line</i>	Who?	Clients
	Why?	Provide high quality aged care assessments
	Who?	Commonwealth funded Aged Care Providers
	Why?	Management and delivery of effective Aged Care services to clients.
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

Section 6 – Financial Delegation

As per delegation manual	N/A
Other \$	N/A

Section 7 – Essential Criteria

Essential Requirements	(Mandatory) <i>PM team will include this text</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form. Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check.
	(Mandatory) <i>PM team will include relevant text dependent on whether the position has direct reports or not</i>	<ul style="list-style-type: none"> Staff who supervise others: As a leader you are expected to actively support and demonstrate your commitment to the organisation's safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable. Staff who do not supervise others: You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	(Free Text) <i>Cannot exceed 3500 characters</i>	

Section 8 – Selection Criteria

1	Current registration with a relevant Registration Board (AHPRA), or membership or eligible for membership of relevant recognised profession body as per the NSW Health Service Professionals (State) Award or Public Health System Nurses & Midwives (State) Award.
2	<i>Extensive post graduate clinical experience in Aged Care services, including Advanced aged care assessment skills and detailed knowledge and understanding of the Aged Care Act (1997) and Aged Care Principles.</i>
3	Demonstrated ability to manage complex clinical care and service delivery issues and problem solve through the development and use of clinical management plans.
4	Demonstrated ability to exercise extended autonomy of decision making while working as part of a multidisciplinary team and apply professional and ethical boundaries when dealing with complex situations.

5	Demonstrated skills in the development & facilitation of patient and carer education.
6	Demonstrated high level written and verbal communication, interpersonal skills and the ability to identify key messages, issues and concerns when communicating with others.
7	Proficient computer skills including ability to utilise Microsoft Office applications and demonstrated competence in the use of health-related information technology e.g. eMR, CHOC, My Aged Care.
8	Current unrestricted NSW drivers licence and willingness to travel in accordance with the demands of the position

Section 9 – Other Requirements (Optional)

Other Requirements	<i>(Mandatory)</i> <i>PM team will include this text</i>	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees. All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.
	<i>(Mandatory)</i> <i>PM team will include relevant text dependent on whether the position has direct reports or not</i>	<ul style="list-style-type: none"> Staff who supervise others: Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit. Staff who supervise others: Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget.
	<i>(Free Text)</i>	

Section 10 – Disqualification Questions

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Adept
	<input type="checkbox"/>	Act with Integrity	Intermediate
	<input checked="" type="checkbox"/>	Manage Self	Advanced
	<input type="checkbox"/>	Value Diversity	Adept
Relationships	<input type="checkbox"/>	Communicate Effectively	Adept
	<input type="checkbox"/>	Commitment to Customer Service	Intermediate
	<input checked="" type="checkbox"/>	Work Collaboratively	Intermediate
	<input type="checkbox"/>	Influence and Negotiate	Intermediate
Results	<input type="checkbox"/>	Deliver Results	Intermediate
	<input checked="" type="checkbox"/>	Plan and Prioritise	Intermediate
	<input type="checkbox"/>	Think and Solve Problems	Intermediate
	<input type="checkbox"/>	Demonstrate Accountability	Adept
Business Enablers	<input type="checkbox"/>	Finance	Foundational
	<input checked="" type="checkbox"/>	Technology	Intermediate
	<input type="checkbox"/>	Procurement and Contract Management	Foundational
	<input type="checkbox"/>	Project Management	Intermediate
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
* Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Frequent
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Frequent
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Infrequent
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Infrequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Infrequent
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Infrequent
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Infrequent
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Frequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Frequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Repetitive
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Repetitive
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Occasional
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Occasional
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Constant
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Constant
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Occasional
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Infrequent
Noise – environmental/background noise necessitates people raise their voice to be heard	Occasional

Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasional
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Occasional

Position Description



5. Aged Care Assessment Program Clinical Assessor

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	ACAP Team Leader
Position Number	
Cost Centre	SES PACH Aged Care Assessment - 181416

Section 1 – Role Details

Position Description Title *	Aged Care Assessment Program Clinical Assessor	
Does this role require Multiple Awards?*	NO	
Award* <i>List all relevant Awards</i>	NSW Health Service Health Professionals (State) Award Public Health System Nurses & Midwives (State) Award	
Position Classification* <i>List all classifications relevant to this position</i>	Health Professional LEVEL 1-2 Registered Nurse	
Job Category Coding (ROB)*	Allied Health Nursing	
Job Classification Coding (ROB)*	Aged care	
Job Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	NO	
Does this role manage or supervise others?*	NO	
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i> <i>PM team will include this text</i>	South Eastern Sydney Local Health District (SESLHD) is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community.
	<i>(Free text)</i> Cannot exceed 3400 characters	Plan, coordinate and deliver high quality Aged Care Assessments to aged care clients and younger adults with severe and chronic physical disabilities who are referred through My Aged Care consistent with South Eastern Sydney Local Health District (SESLHD) policies, procedures and standards.

Section 2 – Key Accountabilities

<p>Standard Key Accountabilities*</p>	<p>(Free Text)</p> <p><i>Cannot exceed 3800 characters</i></p>	<ul style="list-style-type: none"> • Assess, plan, organise, evaluate and deliver holistic quality care in accordance with relevant professional body competencies and NSW Health and South Eastern Sydney LHD policies and procedures, to achieve patient/client health outcomes • Utilise the My Aged Care Assessment Manual (July 2024) to guide all ACAT service provision. This will ensure good practices in the assessment of older people's support needs and eligibility for Commonwealth subsidized aged care services under the Commonwealth Home Support Programme (CHSP) and/or types of care under the Aged Care Act 1997 • Document all proposed action and agreed referral action in eMR (CHOC) • Complete the electronic My Aged Care (MAC) Integrates Assessment Tool (IAT) and submit to ACAT Delegate for Approval/Non-Approval • Finalise the Support Plan in MAC and complete assessment outcome template in eMR (CHOC) discharging client in both systems when complete and within ACAT KPI • Communicate effectively with patients/clients to provide an understanding of service delivery processes and clinical interventions including aged care assessment processes, to ensure patient needs are identified, appropriate support plans developed, and recommendations are initiated • Consult and liaise with health care professionals within the health care team to ensure continuity of care to patients/clients • Maintain clear and concise patient records that meet legislative requirements to ensure continuity of safe patient care • Utilise a systematic approach to assess, analyse and propose alternative solutions to situations that arise, in order to resolve patient care issues, within the scope of professional practice • Plan and prioritise own work requirements effectively to meet defined patient/client care objectives within agreed timeframes • Maintain up to date knowledge and skills, and practice within the risk management, safety, and quality frameworks as applicable to South Eastern Sydney LHD, to ensure the health and safety of staff, patients and visitors • Provide clinical supervision at the point of care within everyday clinical practice, in line with the ANMC Decision Making Frameworks for Nurses and Midwives • Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients
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Section 3 – Key Challenges

Challenges	<p>Major challenges for the Clinical Assessor include:</p> <ul style="list-style-type: none"> Utilising available resources to meet competing patient/client needs and expectations and dealing with high volume workloads while at the same time managing to achieve positive outcomes Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources Managing patients with challenging behaviours
Decision Making	<p>The Clinical Assessor:</p> <ul style="list-style-type: none"> Makes decisions in relation to day-to-day operations and clinical care of patients/clients within scope of practice. Escalates issues outside of policies and procedures and complex or unusual care requirements to Senior clinical assessors and or the ACAP Team Leader.
Communication	<ul style="list-style-type: none"> Internally, the Clinical Assessor is required to communicate regularly with Allied Health professionals, nursing staff, medical staff, other health care members of multi-disciplinary teams, and administration officers on issues related to patient/client care and team functioning. Externally, the Clinical Assessor will develop and maintain effective relationships with relatives, carers and relevant external organisations (e.g. Nursing Homes, General Practitioners) as appropriate to provide care, information and/or advice.

Section 4 – Key Relationships

Key Internal Relationships <i>3 max - Cannot exceed 200 characters per line</i>	Who?	Director of Allied Health or their delegate.
	Why?	Supporting professional and strategic governance for allied health.
	Who?	ACAP Team Leader
	Why?	Line Manager
	Who?	Multidisciplinary Team
	Why?	Collaborative and efficient service provision
Does this role routinely interact with external stakeholders?		YES
Key External Relationships <i>2 max - Cannot exceed 200 characters per line</i>	Who?	Clients
	Why?	Provide high quality aged care assessments
	Who?	Commonwealth funded Aged Care providers
	Why?	Management and delivery of effective Aged Care services to clients.
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	0
Indirect Reports	0

Section 6 – Financial Delegation

As per delegation manual	N/A
Other \$	N/A

Section 7 – Essential Criteria

Essential Requirements	<p><i>(Mandatory)</i></p> <p><i>PM team will include this text</i></p>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form. Dependent on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check.
	<p><i>(Mandatory)</i></p> <p><i>PM team will include relevant text dependent on whether the position has direct reports or not</i></p>	<ul style="list-style-type: none"> Staff who supervise others: As a leader you are expected to actively support and demonstrate your commitment to the organisation's safety management system; to establish and maintain a positive health and safety culture; to consult with workers and others when making decisions that may impact upon the health, safety and wellbeing of those in the workplace; acquire and keep up-to-date knowledge of work health and safety matters; ensure that all workers understand their health and safety obligations and are sufficiently trained in health and safety policy and procedures; report any safety incidents, injury, hazards, risks, concerns or unsafe behaviour in the SESLHD IMS+ safety reporting system within 24 hours, and take appropriate actions to eliminate or minimise related risk to as low as reasonably practicable. Staff who do not supervise others: You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	<p><i>(Free Text)</i></p> <p><i>Cannot exceed 3500 characters</i></p>	

Section 8 – Selection Criteria

1	Current registration with a relevant Registration Board (AHPRA), or membership or eligible for membership of relevant recognised profession body as per the NSW Health Service Professionals (State) Award or Public Health System Nurses & Midwives (State) Award
2	Demonstrated high level written, verbal and interpersonal skills, to both engage patients/clients and work effectively with the multi-disciplinary team.
3	Demonstrated ability to proactively engage with patients/clients to enhance service delivery and to guide others in providing service excellence
4	Demonstrated ability to work as part of a multi-disciplinary team and apply professional and ethical boundaries when dealing with complex situations
5	Intermediate computer skills and proven ability to use health information systems
6	Detailed knowledge and understanding of risk management, safety and quality principles and the role of the Clinical Assessor in applying these principles
7	Current unrestricted NSW drivers licence and willingness to travel in accordance with the demands of the position

Section 9 – Other Requirements (Optional)

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees. All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers
	<i>PM team will include this text</i>	
	(Mandatory)	<ul style="list-style-type: none"> Staff who supervise others: Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit Staff who supervise others: Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
<i>PM team will include relevant text dependent on whether the position has direct reports or not</i>		
(Free Text)	<ul style="list-style-type: none"> You may be required to work at different locations, departments and care types, including via other modalities (e.g. remote) within South Eastern Sydney Local Health District. Should this occur, adequate notice will be provided. 	
	<i>Cannot exceed 3800 characters</i>	

Section 10 – Disqualification Questions

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Intermediate
	<input type="checkbox"/>	Act with Integrity	Foundational
	<input checked="" type="checkbox"/>	Manage Self	Adept
	<input type="checkbox"/>	Value Diversity	Adept
Relationships	<input type="checkbox"/>	Communicate Effectively	Intermediate
	<input type="checkbox"/>	Commitment to Customer Service	Foundational
	<input checked="" type="checkbox"/>	Work Collaboratively	Foundational
	<input type="checkbox"/>	Influence and Negotiate	Foundational
Results	<input type="checkbox"/>	Deliver Results	Foundational
	<input type="checkbox"/>	Plan and Prioritise	Foundational
	<input type="checkbox"/>	Think and Solve Problems	Foundational
	<input checked="" type="checkbox"/>	Demonstrate Accountability	Intermediate
Business Enablers	<input type="checkbox"/>	Finance	Foundational
	<input checked="" type="checkbox"/>	Technology	Intermediate
	<input type="checkbox"/>	Procurement and Contract Management	Foundational
	<input type="checkbox"/>	Project Management	Foundational
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
* Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials – note: N/A is not acceptable	Frequent
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Infrequent
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Frequent
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Infrequent
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and/or foot to operate machinery	Occasional

Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Infrequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Frequent
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Infrequent
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Infrequent
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Frequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Frequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Repetitive
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Repetitive
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Repetitive
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Occasional
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Constant
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Constant
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Occasional
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Repetitive
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Infrequent
Noise – environmental/background noise necessitates people raise their voice to be heard	Frequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasional
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Occasional

Position Description



6. Aged Care Assessment Program Non-Clinical Assessor

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	Aged Care Assessment Program Team Leader
Position Number	PD016143 - 2
Cost Centre	SES PACH Aged Care Assessment - 181416

Section 1 – Role Details

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	Non- Clinical Assessor, ACAP	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Health Employees Administrative Staff (State) Award	
Position Classification*	Administrative Officer Level 4	
Job Category Coding (ROB)*	Primary and Community Care	
Job Classification Coding (ROB)*	Community Aged care	
Speciality Coding (ROB)	Administration officer	
Does this require Senior Executive Level Standards?	Choose an item.	No
Does this role manage or supervise others?*	Choose an item.	No
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it. SESLHD is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community.
	<i>(Free Text)</i>	Home Support Assessors provide basic home- based face-to-face assessments of older clients referred via the My Aged Care Gateway using the Integrated Assessment Tool (IAT). Working with each client, the Home Support Assessor establishes goals specific to the client; develops appropriate strategies and actions, including referral to aged care and non-aged care services; and develops a support plan. The Home Support Assessor completes the IAT and matches and refers clients to appropriate service(s).

Section 2 – Key Accountabilities

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> • Prepare for client assessment, including uploading the IAT, verification of identification of client and/or representative and gathering of relevant information • Undertake screening (if required) and assessment of client following RAS Guidelines for Home Support Assessors • Develop Support Plan in conjunction with the client and/or representative using My Aged Care Service Finder to help match Support Plan to client needs • Generate referrals electronically through My Aged Care Gateway • Update client record in My Aged Care as completed assessment • Undertake, if required, any short-term case management or 'linking' until effective referral is made • If component of reablement included in Support Plan, agree review date with client in client record with plan for review • Undertake review and updating of Support Plan and as when necessary to address ongoing needs of client • Achieve and maintain required level of competency in RAS training provided by the Commonwealth, including the Gateway systems and the Integrated Assessment Tool (IAT) and the wellness and reablement philosophy underpinning the assessment process • Provide high level administrative and clerical support services, monitoring work priorities and workflow to ensure delivery of efficient and effective patient/client focused services. • Respond to enquiries providing information and referring enquiries • Draft accurate and concise reports, documents and correspondence, including the preparation of correspondence for senior officers, in accordance with SESLHD policies and procedures • Utilise records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information <p><i>For all staff:</i></p> <ul style="list-style-type: none"> • Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees. • Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service • All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.
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Section 3 – Key Challenges

Challenges	<ul style="list-style-type: none"> Fluctuating work load Adopting and adapting to national Gateway systems, including use of the My Aged care Assessor Portal, the IAT, the central client record and the national service finders
Decision Making	<ul style="list-style-type: none"> Work under limited direction and guidance regarding work priorities Exercise judgement in selecting and applying established principles, techniques and methods Escalate more complex issues outside the scope of their position description to the Team Leader
Communication	<ul style="list-style-type: none"> The Non-Clinical Assessor is required to communicate regularly with team members, My Aged Care personnel as relevant and external stakeholders

Section 4 – Key Relationships

Key Internal Relationships	Who?	ACAP Team Leader
	Why?	For operational management, support and leadership
	Who?	ACAP assessors and administration staff
	Why?	To ensure seamless delivery of quality care
	Who?	
	Why?	
Does this role routinely interact with external stakeholders ?	Choose an item.	
Key External Relationships	Who?	Clients, carers and representatives
	Why?	Respond to queries, identify needs, escalate or resolve issues
	Who?	External service providers within the region, GPs, My Aged Care staff
	Why?	To ensure seamless delivery of quality care
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?	NO	

Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	As required
Indirect Reports	NA

Section 6 – Financial Delegation

As per delegation manual	NA
Other \$	NA

Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check
	<i>(Free Text)</i>	

Section 8 – Selection Criteria

1	Certificate III in Home Care or Aged Care or equivalent work experience
2	Well-developed written, verbal and interpersonal communication skills
3	Demonstrated computer skills with capacity to learn and use electronic record systems
4	Demonstrated ability to work independently as well as effectively in a collaborative team environment
5	Ability to follow guidelines relevant to the position as well as demonstrated problem solving capacity
6	Current unrestricted NSW drivers licence and willingness to travel in accordance with the demands of the position

Section 9 – Other Requirements (Optional)

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees <i>Staff who supervise others (delete if not applicable):</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others(delete if not applicable)::</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	<i>(Free Text)</i>	

Section 10 – Disqualification Questions

Disqualification Questions	<i>Currently Unavailable</i>
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Section 11 – Capabilities for the Role

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Adept
	<input type="checkbox"/>	Act with Integrity	Adept
	<input checked="" type="checkbox"/>	Manage Self	Advanced
	<input type="checkbox"/>	Value Diversity	Adept
Relationships	<input type="checkbox"/>	Communicate Effectively	Advanced
	<input type="checkbox"/>	Commitment to Customer Service	Intermediate
	<input type="checkbox"/>	Work Collaboratively	Adept
	<input checked="" type="checkbox"/>	Influence and Negotiate	Adept
Results	<input type="checkbox"/>	Deliver Results	Adept
	<input type="checkbox"/>	Plan and Prioritise	Adept
	<input checked="" type="checkbox"/>	Think and Solve Problems	Adept
	<input type="checkbox"/>	Demonstrate Accountability	Adept
Business Enablers	<input type="checkbox"/>	Finance	Foundational
	<input checked="" type="checkbox"/>	Technology	Intermediate
	<input type="checkbox"/>	Procurement and Contract Management	Foundational
	<input type="checkbox"/>	Project Management	Intermediate
People Management	<input checked="" type="checkbox"/>	Manage and Develop People	Adept
	<input checked="" type="checkbox"/>	Inspire Direction and Purpose	Intermediate
	<input type="checkbox"/>	Optimise Business Outcomes	Intermediate
	<input type="checkbox"/>	Manage Reform and Change	Intermediate

Section 12 – Job Demands Checklist

PHYSICAL DEMANDS - Description (Comment)	FREQUENCY
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type: even/uneven/slippy, indoors/outdoors, slopes	Frequent
Running – floor type: even/uneven/slippy, indoors/outdoors, slopes	Frequent
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling – remaining in a kneeling posture to perform tasks	Occasional
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Occasional
Leg/Foot Movement – use of leg and/or foot to operate machinery	Occasional
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Frequent
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Infrequent
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Infrequent
Reaching – arms fully extended forward or raised above shoulder	Infrequent
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Frequent

Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Frequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Frequent
SENSORY DEMANDS - Description (Comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Constant
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Constant
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Not Applicable
PSYCHOSOCIAL DEMANDS - Description (Comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Frequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Frequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Not Applicable
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Occasional
ENVIRONMENTAL DEMANDS - Description (Comment)	FREQUENCY
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Not Applicable
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Occasional
Confined Spaces – areas where only one egress (escape route) exists	Occasional
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Occasional

Position Description



7. Aged Care Assessment Program Scheduler Administration Intake Officer

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	Aged Care Assessment Program Team Leader
Position Number	
Cost Centre	SES PACH Aged Care Assessment - 181416

Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (*) are mandatory

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	ACAP Scheduler Administration Intake Officer	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Health Employees Administrative Staff (State) Award	
Position Classification*	Administrative Officer Level 4	
Job Category Coding (ROB)*	Administration and health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	Choose an item.	No
Does this role manage or supervise others?*	Choose an item.	No
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it. SESLHD is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community.
	<i>(Free Text)</i>	The SESLHD Aged Care Assessment Program (ACAP) Intake Admin officer is a pivotal administrative and triage role directly supporting the operations and function of the SESLHD ACAP Service. Under the direction of the Team Leader. The position is a customer focused contact role, responsible for the provision of high-level administrative functions that interface between clinical assessors and the My Aged Care Portal. The position will directly interface with referring services, clients and other healthcare teams.

Section 2 – Key Accountabilities

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ul style="list-style-type: none"> • Perform day-to-day administrative functions associated with all incoming ACAP referrals from the My Aged Care (MAC) portal and other sources. • Ensure timely processing and response to incoming referrals. • Provide prompt, efficient, professional customer-oriented telephone and reception service to internal and external clients, staff and visitors. • Responsible for the client registration systems for the SESLHD ACAP including coordinating the responsible allocation of client appointments to assessors in accordance with priority timeframe and KPI's utilising available systems for monitoring compliance. • Ensure timely and accurate entry of client data into the My aged Care Assessor portal and other systems as required such as Cerner eMR/CHOC etc. • Coordinate all aspects relating to booking and rescheduling appointments when required. • Liaise with external services including interpreter service and other healthcare teams as relevant. • Operate independently and as part of the SESLHD ACAP team under the direction of the ACAP Team leader. • Identify opportunities for enhanced teamwork, resource sharing and service improvement. • First line client complaints handling with appropriate escalation. • Assist with the collection of data and the maintenance of information management systems required to help demonstrate and report on ongoing achievement of Commonwealth KPIs. • Assist ACAP Team Leader in efficient operation of systems, tools, processes and procedures involved in the effective delivery of aged care assessment services. • Operate within relevant Commonwealth and State legislative requirements alongside policy and procedures of NSW Ministry of Health (MoH) and SESLHD. • Maintain responsibilities for personal and Professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service. • Communicate effectively with a wide range of internal and external stakeholders. • Maintain effective working relationships with administrative peers, clinicians and managers in other departments and external organisations. • Communicate effectively with cultural sensitivity and confidentiality in dealing with clients to ensure client needs and requirements are identified, communicated and met. • Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders. • Foster a culture of quality and flexibility
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		<ul style="list-style-type: none"> • Demonstrate financial awareness and stewardship in relation to efficient and effective use of hospital resources and health care services • Participate in maintain a safe and healthy work environment for others • Participate in relevant hospital and /or service specific meetings • Actively participate in SESLHD initiatives
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Section 3 – Key Challenges

Challenges	<ul style="list-style-type: none"> ▪ Managing competing priorities and high volumes of work given often limited resources ▪ Attending to the wide variety of day-to-day administrative tasks resolving them on behalf of the Team leader and ACAP Manager ▪ Managing enquiries from demanding and /or emotional clients/relatives
Decision Making	<ul style="list-style-type: none"> ▪ Decision making in day-to-day operational matter and escalate more complex issues outside the scope of their position description to the ACAP Team Leader ▪ Work is performed under broad supervision but requires some independent action. ▪ Exercise basic judgement in selecting and applying established principles, techniques and methods to solve problems of a simple nature
Communication	<ul style="list-style-type: none"> ▪ The Administrative Officer is required to communicate regularly with other ACAP intake staff and SESLHD Aged Care Assessment staff ▪ Externally, the administrative officer will develop and maintain effective relationships with the My Aged Care Contact centre staff, clients and relatives referred to the ACAP services and other health practitioners or members of the public. ▪ Communicates effectively with cultural sensitivity and confidentiality in dealing with clients to ensure client needs and requirements are identified, communicated and met.

Section 4 – Key Relationships

Key Internal Relationships	Who?	ACAP Team Leader
	Why?	To effectively carry out their duties
	Who?	SESLHD Aged Care assessment services staff
	Why?	To effectively carry out their duties
	Who?	SESLHD ACAP Manager
	Why?	To effectively carry out their duties
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	Clients/Patients/Carers
	Why?	To provide high end customer service and patient care
	Who?	My Aged Care Contact Centre Staff
	Why?	To effectively manage client referrals

Is this a Public Senior Executive Role which manages relationship at the Ministerial level?	NO
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Section 5 – Staffing/Responsible for

Direct Reports	0
Indirect Reports	NA

Section 6 – Financial Delegation

As per delegation manual	NA
Other \$	NA

Section 7 – Essential Requirements

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check
	<i>(Free Text)</i>	

Section 8 – Selection Criteria

1	Previous experience in waitlist management and booking systems and an understanding of and/or experience in the health and aged care service sectors
2	Demonstrated excellence in a wide range of office administration skills and experience with demanding workloads
3	Demonstrated experience in frontline customer service providing professional, clear, accurate and prompt responses in complex work environments
4	Demonstrated ability to write reports, documents and correspondence
5	Demonstrated high level interpersonal and verbal communication skills and the ability to respond and work with a range of stakeholders
6	Demonstrated high level organisational skills including the ability to prioritise and monitor workflow.
7	Demonstrated proficiency in the use of data systems and MS Office Suite, Outlook with experience in/or ready to learn Health care databases e.g. My Aged Care, Cerner eMR, iPM
8	Demonstrated capacity to be an effective member of a multidisciplinary team who can work independently, take initiative when required and follow direction

Section 9 – Other Requirements (Optional)

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none">Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
	<i>(Free Text)</i>	

Position Description



8. Aged Care Assessment Program Administration Officer

*Position description indicative and subject to grading

Facility/Service	Population and Community Health
Department	Aged Care
Manager	Aged Care Assessment Program Team Leader
Position Number	
Cost Centre	SES PACH Aged Care Assessment - 181416

Section 1 – Role Details

Does this role require Job Demand Check List?	YES	<i>All positions require a Job Demand Checklist to be completed</i>
Position Description Title *	ACAP Administration Officer	
Does this role require Multiple Awards? Specific classifications (if applicable):	NO	<i>If Yes, Please list each Classification and grade below</i>
Award*	Health Employees Administrative Staff (State) Award	
Position Classification*	Administrative Officer Level 3	
Job Category Coding (ROB)*	Administration and health Records	
Job Classification Coding (ROB)*	Administration	
Speciality Coding (ROB)		
Does this require Senior Executive Level Standards?	Choose an item.	No
Does this role manage or supervise others?*	Choose an item.	No
Primary Purpose of the role* A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it. SESLHD is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community.
	<i>(Free Text)</i>	This role provides a range of administrative and clerical support services to enable the Unified Aged Care Assessment Program (ACAP) of Population and Community Health to achieve its objectives in a timely, reliable and efficient manner

Section 2 – Key Accountabilities

<p>Standard Key Accountabilities*</p>	<p><i>(Free Text)</i></p>	<ol style="list-style-type: none"> 1. Communication and Customer Service <ul style="list-style-type: none"> • High level of interpersonal skills with excellent verbal and written communication skills with the ability to liaise effectively. • Provide a high standard of customer service to aged and extended care clients, families and carers. • Provide a high standard of customer service to outside organisations and other hospital staff. 2. Team Work and Collaboration <ul style="list-style-type: none"> • Effective communication with other administration officers and service personnel to delegate tasks appropriately, assisting colleagues where possible. • Provide support and leave relief to other professionals within ACAP when requested and appropriate. • Attend ACAP team meetings as scheduled and take minutes when rostered. 3. Data Entry, Word Processing, Billing and Record Keeping <ul style="list-style-type: none"> • Management of medical record filing system that complies with the associated legislation, including storage, labelling, culling, allocation of MRNs and archiving. • Emails, letters and documents produced are of a high professional standard, using the prescribed templates. • Maintain and review risk assessments, safe work practices and WH&S documentation as required. • Scan and upload documents as requested by the ACAT team • Monthly auditing of scanned documents to ensure quality and accuracy of documents • Daily scheduling of staff schedules in the pay system HealthRoster • Create and send monthly invoices to clients • Complete receipts and submit to Cashier weekly cheques, cash, money orders received from clients and maintain a spreadsheet to keep track • Contacting clients as directed for outstanding invoices • Updating deceased clients on iPM • Booking Cars in smartpool and assisting with end of month vehicle data processing 4. General Admin Duties <ul style="list-style-type: none"> • Creating information packs for ACAP assessors to take to clients • Maintain brochure stand • Order and maintain My Aged Care and Centrelink resources • Post and record client assessment results • Fax and record client assessment results to private hospitals • Answering phones, photocopying, scanning, faxing, posting • Post, fax, upload and record respite extension requests • Creating and writing reports, surveys and general documents as requested by the ACAP Team Leader • Maintaining spreadsheets and stats
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		<ul style="list-style-type: none"> • Creating new client labels and letters • Maintaining client notes • Creating introduction and exiting letter to clients and GPs • Filing and maintaining files • Purchase ordering - iprocurement
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Section 3 – Key Challenges

Challenges	<ul style="list-style-type: none"> • Balancing limited resources to meet competing patient/client needs and expectations and • dealing with high volume workloads while at the same time managing to achieve positive outcomes. • Demonstrated high level of organisational skills with the ability to prioritise with limited direction or • guidance while carrying out a variety of functions which may be complex in nature and require judgement and problem-solving skills
Decision Making	<ul style="list-style-type: none"> • Decision making in day-to-day operational matters and escalate more complex issues outside the scope of their position description to the manager • Work is performed under broad supervision but requires some independent action • Exercise basic judgement in selecting and applying established principles, techniques and methods to solve problems of a simple nature
Communication	<ul style="list-style-type: none"> • The Administrative Officer is required to communicate regularly with internal and external stakeholders • High level of interpersonal skills with excellent verbal and written communication skills with the ability to liaise effectively.

Section 4 – Key Relationships

Key Internal Relationships	Who?	Team leader/Supervisor
	Why?	To effectively carry out their duties
	Who?	Colleagues
	Why?	To effectively carry out their duties and promote positive culture
	Who?	
Why?		
Does this role routinely interact with external stakeholders ?		YES
Key External Relationships	Who?	
	Why?	Clients/Patients
	Who?	To provide high end customer service and patient care
	Why?	
Is this a Public Senior Executive Role which manages relationship at the Ministerial level?		NO

Section 5 – Staffing/Responsible for

Direct Reports	No
Indirect Reports	No

Section 6 – Financial Delegation

As per delegation manual	NA
Other \$	NA

Section 7 – Essential Requirements

Other Requirements	<i>(Mandatory)</i>	<ul style="list-style-type: none"> All staff are required to complete and submit a Pre-employment Health Declaration Form Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.
	<i>(Free Text)</i>	

Section 8 – Selection Criteria

1	Proven ability to work autonomously and prioritise with limited direction or guidance.
2	Demonstrated experience in computer skills with accurate data entry skills, including demonstrated high level knowledge of and experience using Windows, Microsoft Office Word, Access and Excel based Software, with experience in/ or ready to learn Health care databases e.g. My Aged Care, Cerner eMR, iPM
3	Demonstrated high level of organisational skills with the ability to prioritise with limited direction or guidance while carrying out a variety of functions which may be complex in nature and require judgement and problem-solving skills.
4	Demonstrated experience with maintaining filing systems and reception duties, including the management of eMR.
5	High level of interpersonal skills with excellent verbal and written communication skills with the ability to liaise effectively.
6	Demonstrated customer service commitment and ability to liaise with outside organisations and client groups on behalf of team whilst maintaining confidentiality.

7	Demonstrated ability to work as part of a multi-disciplinary team and to share relief responsibilities with other administrative staff as required.
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Section 9 – Other Requirements (Optional)

Other Requirements	(Mandatory)	<ul style="list-style-type: none"> Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees <i>Staff who supervise others:</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit <i>Staff who supervise others:</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget
	(Free Text)	