

HACC Assessment Services – Living at Home Assessment Officer

Grampians Region - Sample Position Description

Please note:

This sample position description does not replace existing position descriptions or organisational formats – its primary value is to provide a benchmark of agreed contents (by Grampians Region HACC Assessment Services) for inclusion into each LAHA position description as changes are required. **When recruiting new Living at Home Assessors the position description and advertisement should reflect the requirements of the LAHA officer role and appropriate qualifications.**

It is expected that Living at Home Assessment Officers have position descriptions that are directly related to their role as an assessor, other roles for which they have been employed by the organisation should be the subject of a separate position description. This sample position description is reflective of all LAHA positions regardless of the agency they are employed by, eg local government, health service, nursing service.

TITLE: Living at Home Assessment Officer

CLASSIFICATION:

AWARD:

DEPARTMENT: HACC Assessment Service, (then local organisation dept)

SECTION/UNIT: If relevant – specifies area in which they work

QUALIFICATIONS: An appropriate qualification as defined in HACC policy documents (see appendix A)

POSITION OBJECTIVES:

To provide a comprehensive whole of life, goal directed, person centred, strengths based assessment of people referred to, and eligible for, home and community care services.

Ensure that a care plan identifying client goals, needs and preferences is completed for each client. The plan may encompass service provision by the employing agency, referral to other service providers, eg. community based programs, social connectedness programs, health promotion, allied health, medical practitioner and/or other support and assistance to remain at home and active in the community.

To monitor and review clients, ensuring that changing needs are being responded to in a timely and effective manner.

To act as an advocate for clients in relation to information provision, relationships with other service providers and timely and affordable access to services.

To work effectively to facilitate a quality assessment, intra-agency referrals, an appropriate and responsive service delivery and participate proactively in quality improvement activities. Where appropriate lead and/or participate in client care planning meetings (case conferences) and as appropriate act as key worker for the client and shared service delivery group¹.

KEY RESPONSIBILITIES:

Initial Intake and Needs Assessment

To provide an intake and initial needs assessment for all clients referred to the HACC Assessment Service and determine with the client/referring party the appropriate course of action. This action could be a Living at Home Assessment, referral to another service provider or just the provision of information. Complete the intake and initial needs assessment within the framework for Victorian Service Coordination. Intake and initial needs assessment does not include reception duties.

Living at Home Assessment

Undertake person centred goal directed, Living at Home assessments which focus on strengths and abilities, the potential to improve capacity and coordinate support relative to the level and period of time required to prevent unnecessary intervention and preserve the persons independence and autonomy.

Design and implement an individually tailored care plan in consultation with the client and/or carer and undertake planning and coordination as appropriate, through internal and/or external service provision. Ensure that appropriate organisational tools are completed including Priority of Access, Outcome of Assessment form and relevant Occupational Health and Safety tools such as the Grampians Region Service Provider Home Safety checklist. All referrals must be made using a secure referral system such as Connectingcare or RIMS.

Develop strong partnerships with other service providers to facilitate referral and coordinated care planning to ensure proactive responses to client needs.

Ensure that all care planning, care coordination and review decisions are documented.

Review

Planned Reviews

Complete client reviews as determined within the agreed care plan and as required at client/carer, other provider request.

All reviews include consultation with the client and relevant others including primary carers, service delivery staff and other service providers.

Reassessments

A Living at Home reassessment is usually carried out when the circumstances of the person, family or carer change significantly enough to require a complete reappraisal of needsⁱⁱ. This could be prompted by either the client/family, another service provider or the HAS.

Client Care Coordination

For clients with complex needs and care arrangements the Living at Home Assessment Officer maintains a responsibility for care coordination until either the client is able to manage the coordination of their own care or a Key Worker or Case Manager is appointed.

Care coordination includes the responsibility for completing a client care plan and as appropriate an intra-agency or inter-agency care plan. This will include liaising with other service providers and where appropriate facilitating, chairing and documenting an intra or inter organisation care planning meeting.

Qualifications and Skills

It is the responsibility of each organisation to recruit assessment officers who are suitably qualified. A list of appropriate qualifications is listed in Appendix A.

Specialist Skills and Knowledge

- An understanding of and capacity to undertake person centred, goal directed, strengths based, holistic assessments.
- Maintain awareness of current HACC policy, best practice documents, industry developments, funding opportunities, legislation and the capacity to work effectively within the frameworks. (see relevant documents in Appendix B).
- The ability to understand systems theory and the issues confronting older people and people with disabilities.
- Negotiation, advocacy and conflict resolution skills to support the client in relation to access and equity to support services.
- The ability to work independently and demonstrate confidence in own knowledge base and decision making capacity.

Maintenance of local knowledge

- Knowledge of local and regional health and community support networks for frail aged people, people with disabilities and their carers.
- Regular liaison with community service providers to ensure knowledge of services and access to services remains current and referral links are established.
- Participate in regional HACC meetings and local Living at Home Assessment networks.
- Abide by protocols and Memorandum of Understanding developed within the region and contribute to the development of further skill sharing documents and activities.

Policy and Planning

in order to meet the requirements under the Community Care Common Standards Guide for ongoing continuous improvement:

- Assist in the development and ongoing review of assessment and client care management processes, procedures and tools.
- Contribute towards the creation and review of new and improved policies and service development processes, including communication and feedback processes for clients.
- Identify service gaps, unmet needs and areas for continuous improvement and refer to organisational manager.
- Assist with the ongoing development of services for aged and disabled people and their carers within the catchment area.
- Practice according to State and regional practice guides.

Recording and Reporting Duties

Complete and maintain the required assessment and review data to ensure the Minimum Data Set reporting is accurate, with particular attention placed on the recording of time taken for assessment, review and care coordination.

Risk Management

Understand the rights and responsibilities of the person who is requesting assistance and ensure that all aspects of risk are considered, discussed and documented without unnecessary restrictions placed on the person.

Work within organisational Occupational Health and Safety Guidelines and workplace expectations.

APPENDIX A

This list of qualifications considered appropriate for Living at Home Assessment Officers was developed by the Victorian Department of Health, Home and Community Care program:

- division 1 nurse
- qualifications recognised by the Australian Association of Social Workers (which could include Diploma of Welfare Studies and Social Studies issued by universities and colleges of advanced education prior to the introduction of the current Australian Qualifications Framework)
- physiotherapy
- occupational therapist
- dietician
- psychology
- counselling
- disability studies
- Health sciences (where the qualification is practice oriented, rather than population health oriented).

Not all recommended qualifications are undergraduate qualifications - people with and without relevant experience also do postgraduate diplomas and certificates and masters degrees in subject areas relevant to the HACC target group and/or to assessment practice and other practice interventions. Some examples include:

- disability studies
- aged care
- counselling
- case management
- complex care
- health promotion
- social work in health settings
- social work in mental health
- community health nursing
- Vocational Graduate Certificate in Community Services Practice (Client Assessment and Case Management)

Reference: Strengthening assessment and care planning – workbook, Department of Health, Victoria, 2010 (can be found at <http://www.wimmerapcp.org.au/> - HACC and Community Aged Care)

APPENDIX B

Framework for assessment in the HACC program in Victoria, 20007

Induction Resource for HACC Assessment Services, Municipal Association of Victoria, October 2010

Active Service Model, a quality initiative in Victoria

Strengthening Assessment and Care Planning – A guide for HACC assessment services in Victoria, Department of Health, Victoria, 2010

Victorian Service Coordination Practice Manual, 2009 – A Primary Care Partnerships initiative

Living at Home Assessment Memorandum of Understanding - dependent on catchment area in Grampians Region

Victorian Home and Community Care (HACC) Program Manual, February 2003 – updates are available on the HACC website

(NB all to be found at:

<http://www.wimmerapcp.org.au/> - HACC and Community Aged Care)

ⁱ Grampians Pyrenees, Wimmera and Central Highlands LAHA MOU, November 2010.

<http://www.wimmerapcp.org.au/>

ⁱⁱ Strengthening assessment and care planning. A guide for HACC assessment services in Victoria. Department of Health, November 2010, P173