

# Community Support Services



Position Description	
Position Title	Regional Assessment Service Officer
Program Location	Head Office
Reports To	Manager of Client Services
Direct Reports	Nil
Award	Social Community Home Care and Disability Services
Classification	Social and Community Services Employee Level 4
CS#1 Capability Level	Level 4
Objective	<p>The Regional Assessment Service (RAS) Officer is responsible for undertaking face-to-face assessments using the mandated National Screening and Assessment Form (NSAF).</p> <p>RAS aims to assess client needs, goals and preferences holistically, and refer them to services that will assist them to achieve the best level of function and independence.</p>
Key Accountabilities and Capabilities	<p>Provide home-based face-to-face assessments of clients referred through the My Aged Care Gateway using the NSAF.</p> <p>Working with each client, establish goals specific to the client and documented within a support plan. Apply wellness and enablement approaches in line with NSAF and support planning processes.</p> <p>Maintain accurate client information records, whilst adhering to ethical privacy and confidentiality principles.</p> <p>Assist with collection of data and statistics for the Manager of Client Services for reporting purposes.</p> <p>Maintain working knowledge of current service providers and relevant legislation.</p> <p>Work offsite with minimal supervision.</p> <p>Participate in quality assurance and continuous Improvement processes for the Client Services team.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>

<b>Selection Criteria</b>	
Required Qualifications, Skills and Experience	<p>Demonstrated equivalent Certificate IV qualifications in relevant fields such as Home Care or Aged Care or equivalent work experience, with a genuine interest in working with older people.</p> <p>Demonstrated experience in conducting work that reflects an understanding of the key issues facing older people that supports and advocates for the client's rights and responsibilities.</p> <p>Well-developed written, oral and interpersonal communication skills.</p> <p>Ability to follow guidelines relevant to the position with problem solving and risk assessment capacity including demonstrated sound understanding of risk assessment and duty of care for client services.</p> <p>Demonstrated ability to work independently and remotely as well as effectively in a collaborative team environment.</p> <p>Demonstrated excellent administration skills and computer literacy.</p>
Additional Requirements	<p>The required Statement of Attainment – Home Support Assessor, or a willingness to obtain</p> <p>A.C.T. Working with Vulnerable People Card</p> <p>Current Driver Licence and own car</p> <p>Current First Aid Certificate</p>

<b>Acceptance</b>	
I understand and accept the duties and responsibilities as outlined in this position description.	<p>Employee:</p> <p>Date:</p>