

Position Description

Position Title:	Manager – Aged Care Assessment Service
Reports to:	Divisional Operations Director Allied Health & Chief Allied Health Officer
Department:	Aged Care Assessment Service
Directorate:	Clinical Operations
Cost centre:	J7002
Code & classification:	Nurse Unit Manager Level 3 (NM12), Physiotherapist Grade 4 (VB24 – VB27); Occupational Therapist Grade 4 (VG14 – VG17) or Social Worker Grade 4 (SC53 – SC46)
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 and its successors, Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

GV Health Aged Care Assessment service provides high-quality aged care assessment for older adults in the Greater Shepparton, Strathbogie, Moira, Mitchell and Murrindindi Local Government Areas . From 1 July 2026, GV Health Aged Care Assessment service will operate within the Victorian Department of Health Lead Provider Service Model, within the Vic Service Area 4 Commonwealth Aged Care Planning Region partnership. Latrobe Community Health Service (LCHS) is the lead provider for Vic Service Area 4 with GV Health as a partner provider agency, operating under shared operational and governance models.

This position is responsible for providing leadership and management of the Aged Care Assessment service to deliver services that are effective, high quality, responsive to referral demand, and focus on consumer experience and outcomes. The Manager Aged Care Assessment (ACA) will lead and manage a team that operates within allocated resources, is aligned with operational and strategic goals and the vision of the health service, and which promotes excellence in healthcare through teaching, research and learning. This position is responsible for ensuring GV Health actively participates in the operational partnership as part of Vic Service Area 4, and meets all contractual partnership obligations.

The Manager Aged Care Assessment will actively lead a team which demonstrates GV Health values. The role will work in partnership with LCHS and Gateway Health to support LCHS in monitoring, reporting and achieving all Commonwealth and Victorian government service performance targets. The Manager is responsible for the service to provide independent, multidisciplinary assessments that will enable clients to GV Health Position Description – Manager – June 2025 1 achieve their optimum potential. The Manager ACA communicates effectively with the assessment team, their sound understanding of the philosophy and objectives of the Aged Care Assessment Program and the strategic and operational priorities of GV Health and the Vic Service Area 4 partnership.

The ACA is responsible for approval of clients for Commonwealth Subsidised Aged Care Services under the Aged Care Act 2024 and supported by the Aged Care Rules 2025. The Manager is responsible for ensuring the specified members of the ACA team who are delegates to the System Governor, Department of Health, Disability and Ageing uphold their role within legislative requirements.

The Manager is also responsible for projects and research initiatives which assist the service to meet its responsibilities in relation to policy development, strategic planning, marketing and promotion of the service, addressing the interests and issues of the service users and the community, and quality assurance.

The Manager contributes towards the delivery of safe quality clinical services through the effective leadership and management of the allocated resources within the department. This includes recruitment, transitioning and retention of staff, career development and succession planning, professional learning and development, and the safe and effective utilisation of staffing through appropriate skill mix.

The Manager of ACA will ensure that the goals of the ACA are in alignment with organisational requirements and address the organisation's strategic plan. The Manager of ACA is responsible for promoting GV Health as a quality regional health service provider thus ensuring GV Health's strategic plan, mission and values are upheld.

EXTERNAL RELATIONSHIPS:

Liaises with:

- LaTrobe
- Community Health Service
- Gateway Health
- Residential Aged Care facility partners
- Support at Home providers
- First Nations Assessment organisations
- Hospitals
- General Practitioners
- Commonwealth Home Support program inc first nations organisation
- Community Services
- Commonwealth Department of Health, Disability and Ageing

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Actively participate in the delivery of the GV Health Strategic Plan 2024-2026 (and its successors)
- Provide a high level of clinical governance and strategic oversight to ensure consumers receive a high-quality service that reflects best practice and adds value to GV Health
- Meet funding, service and target obligations as contracted with LCHS.
- Meet LCHS service agreement targets, completing operational tasks to support LCHS in monitoring and reporting regional KPIs to the Department of Health
- Demonstrate an extensive knowledge and understanding of Aged Care, the National Aged Care Assessment guidelines and the ACA Delegation framework.
- Ensure ACA delegates maintain up to date knowledge of the delegation framework and any legislative changes and perform their delegation role within the boundaries of the legislative framework of The Aged Care Act 2024

- Promote an environment that empowers and motivates team members to achieve team and organisational objectives.
 - Lead the ACA department meetings, in-services and relevant planning days
 - Represent ACA on organisational committees and divisional meetings as required
 - Develop an annual quality plan, narrative report and other reports as requested for the Vic Service Area 4 partnership, Aged Care Assessment Evaluation Unit, Department of Health & Human Services and Commonwealth Department of Health & Ageing
 - Lead the development and implementation of the Annual Operation Plan and Annual Quality Plans to ensure risks are managed and improvement objectives are met.
 - Lead the financial functions of the department including the development, monitoring and reporting on the annual budget.
 - Lead the development and provision of the monthly report to the Divisional Operations Director, against key performance indicators for financial, human resources, quality and risk objectives
 - Lead/develop and implement governance projects/quality committees and activities as required
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POSITIONS REPORTING TO THIS ROLE

- Aged Care Assessors – Comprehensive Assessors - Clinical and Non-Clinical
 - Aged Care Assessment Customer Service Officers
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KEY SELECTION CRITERIA

Formal Qualification(s) and Registration(s) Requirements:

- Completion of a relevant course making you eligible for registration with AHPRA as a Registered Nurse, Occupational Therapist, or Physiotherapist, or eligibility for membership of Australian Association of Social Workers dependent on professional discipline

Essential:

- Demonstrated well developed interpersonal and communication skills (written & verbal) and proven ability to liaise, negotiate and resolve conflict with staff, service providers and consumers
- Demonstrated effective Human Resource Management skills.
- An understanding of the principles of clinical governance, quality improvement, accreditation, clinical risk management and open disclosure.
- Knowledge of patient management and information systems
- Extensive clinical experience in evidence-based complex care and/or aged care
- Demonstrated understanding of the Statement of Rights and Statement of Principles of the Aged Care Act 2024
- Proven ability to lead, motivate and support a team in an environment of change
- Demonstrated skills in complex budget planning, management, compliance and reporting
- Demonstrated knowledge and experience in service development, strategic planning and problem solving
- Demonstrated knowledge and experience in quality processes and activities to enhance customer focus and client outcomes
- Demonstrated analytical skills and ability to identify and address service gaps and trends

- Understanding of and commitment to meeting the needs of a culturally diverse community including inclusive practice.
- Current driver's licence

Desirable:

- Completion of, or working towards a post graduate qualification in an area relevant to management, administration or associated discipline

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of effective teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- All documentation is of a high standard and accurate
- Attendance and active participation at meetings as required.
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process.
- Coordination and oversight of the delivery of assessment services which are safe, effective and conducted within requirements of the Aged Care Act 2024, Commonwealth and Victorian Government service requirements and all contractual obligations of the Vic Service Area 4 partnership agreement
- Compliance with ensuring performance meets targets as defined and that throughput related data is submitted in accordance with required business rules and timeframes
- Minimum of 80% attendance at committees, working groups and meetings

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;

- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	Manager – Aged Care Assessment
Reviewed by:	Divisional Operations Director Allied Health & Chief Allied Health Officer
Issue Date:	October 2026

ABOUT US

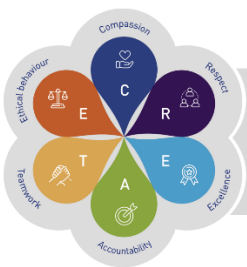
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



COMPASSION
RESPECT

EXCELLENCE
ACCOUNTABILITY

TEAMWORK
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)