



Assessment Officer

Serious Incident Response Scheme (SIRS)

Role Details

Classification	APS4
Salary	\$74,501 - \$78,720 + 15.4% superannuation
Location	Brisbane – QLD, Hobart – TAS, Sydney - NSW
Employment Type	Non-Ongoing/Ongoing
Contact Officer	Giovanna Stonehouse – giovanna.stonehouse@agedcarequality.gov.au
Applications Close	31 st March 2024

Are you looking to make a real difference to the quality of care provided to older people and thrive in a varied and challenging work environment?

We have opportunities for the right people to become members of the Aged Care Quality and Safety Commission's (The Commission) national Serious Incident Response Scheme (SIRS).

About the Commission:

The Aged Care Quality and Safety Commission (the Commission) was formed on 1 January 2019. The role of the Commission is to protect and enhance the safety, health, wellbeing and quality of life of people receiving aged care.

The Commission is the national end-to-end regulator of aged care services and the primary point of contact for consumers and providers in relation to quality and safety. Our vision is to support a world-class aged care system driven by empowered consumers who enjoy the best possible quality of life.

We aim to build confidence and trust in aged care, empower consumers, promote best practice service provision, promote quality standards and hold providers to account for their performance against the expected standards of care. We seek to promote an aged care system that develops safer systems of care, inculcates a culture of safety and quality, and learns from mistakes, while providing the oversight that can assure the community that aged care services are operating as they should, including working on continuous improvement.

Meet some of [our people](#) and learn more about the Commission and our [Regulatory Strategy](#) on our website www.agedcarequality.gov.au



About Our Team:

The SIRS is an initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care and services. It commenced in residential aged care on 1 April 2021 and was extended to home services on 1 December 2022.

The SIRS has 2 key components:

- Incident management responsibilities
- Reportable incident obligations.

The 8 types of reportable incidents that must be reported to the Commission include:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct.
- Psychological or emotional abuse.
- Stealing or financial coercion by a staff member.
- Neglect
- Inappropriate use of restrictive practices.
- Unexplained absence from care/ missing consumers.
- Unexpected death.

The aim of SIRS is to:

- Build the capability of providers or reduce the occurrence of serious incidents and improve quality and safety.
- Require providers to review incident information to drive improvements in quality and safety.
- Enable the Commission to better detect, triage and respond to risk across all its functions by utilising SIRS notifications alongside the range of intelligence held by the Commission.

The SIRS Team delivers this aim by:

- Assessing the actual or potential risk to the health and safety, health, wellbeing, and quality of life of a consumer and provider capacity and capability to address the risk.
- Acting in a timely, proportionate, and coordinated manner if a provider is not demonstrating capability.
- Educating providers using the intelligence gathered from notifications.
- Ensuring business notifications are recorded accurately into the business systems to produce meaningful intelligence.

For more information on the SIRA program go to: www.agedcarequality.gov.au/sirs

What You'll Do:

Reporting to and with the support of the Team Leader, Serious Incident Response Scheme, you will be responsible for undertaking the initial assessment of reportable incidents to:

- Strengthen aged care systems to reduce the risk of abuse and neglect.
- Build providers' skills so they can better respond to serious incidents.
- Enable providers to review incident information to drive improvements in quality and safety.
- Reduce the likelihood of preventable incidents reoccurring.
- Ensure people receiving aged care have the support they need.

An Assessment Officer is required to undertake assessments in accordance with the Commission's risk framework, operating procedures, and other job aids. Assessment Officers are directly supported in their role by Senior Officers and Team Leaders who are responsible for more complex assessments.





Position Duties

- Assessing sensitive and at times confronting information within prescribed timeframes and guidelines.
- Searching and analysing the Commission's business systems.
- Documenting in an accurate and timely manner your assessments and recommendations.
- Communicating with aged care providers both verbally and in writing, if further information is required to inform an assessment.
- Commitment to agreed productivity goals.
- Applying feedback to ensure quality and consistency in the assessment process.
- Attend, and participate in, team meetings or training when required.

Position Eligibility Requirements (*Selection Criteria*):

To be successful in this role you will need to demonstrate the following:

- Capacity to work rostered 7.5-hour shifts between 7am-7pm.
- Willingness to work principally in the office during your training and consolidation period.
- Ability to manage competing priorities and progress assigned work both individually and as part of a team.
- Good judgement and strong interpersonal skills.
- Ability to learn and build proficiency across different IT systems.
- Ability to remain positive and respond to pressure in a calm manner.
- Willingness to take personal responsibility for accurate completion of work.
- Willingness to seek and act on feedback.

Position Notes

- Only candidates who hold Australian citizenship can apply. Appointment is conditional on successfully completing a national police check. For more information, please visit www.apsc.gov.au/citizenship-aps
- Successful candidates must be willing to undertake a pre-employment screening.
- Non-ongoing opportunities will be offered for a specified term. Opportunities will be offered for varying periods up to 12 months with a possibility of extension to a maximum of 24 months.
- Merit Pool established through this selection process may be used to fill this or future ongoing or non-ongoing vacancies.

How to Apply:

In your application provide a **600-word** maximum pitch outlining why you are the right person for the role, what you can offer, and how your skills knowledge, experience and qualifications are relevant to the role (selection criteria).

Applications close: 31st March 2024, 11:59PM AEST.

Application tips: Try to avoid duplicating information that is already available in your resume but do highlight specific examples or achievements that align with the selection criteria and will demonstrate your ability to perform the role.

Include a concise resume with your application which clearly outlines your relevant work history, educational qualifications, and skills.





Further information on how to apply for roles in the Australian Public Service can be found on the APSC website: [Cracking the Code](#).

Contact Officer:

Please contact our Recruitment Team on (02) 9633 3262 or recruitment@agedcarequality.gov.au for assistance with accessing our website or with lodging your application. Specific questions about the role can be directed to Giovanna Stonehouse by emailing Giovanna.stonehouse@agedcarequality.gov.au with the position title in the subject lined.

Benefits of working with the Commission:

Assessments Officers are provided an induction program upon commencement to ensure that you are supported and equipped for your new role within the Commission.

You will also be offered ongoing professional development to aid and support you in building your career with the Commission.

The Commission offers a range of [generous employment conditions](#) including:

- Competitive salaries
- Paid leave
- Health and Well-being programs
- Learning and Development Support

Competitive salaries, super and allowances

- Competitive salaries across levels
- 15.4% employer contribution to superannuation
- Salary bands that recognise the skills of clinical and legal specialists
- Allowances for workplace responsibilities, such as first aid and harassment contact officers
- Salary packaging.

Generous leave conditions

- Annual leave: 4 weeks per year and paid personal/carers leave: 18 days per year.
- Parental and maternity leave
- Leave to support staff experiencing domestic violence.
- Cultural leave for Aboriginal and/or Torres Strait Islander staff
- Community service leave for volunteer emergency management activities and jury duty
- Annual close between Christmas and New Year's Day and early stand down before Good Friday

Health and well-being

- Flexible working arrangements, including flex-time, part-time and extra purchased leave
- Working from home arrangements
- Free influenza vaccines for all staff

Learning and development

- Individual development plans
- Access to study support
- e-learning and online learning resources
- Training and support for specialist roles
- Internal opportunities across the Commission

Further Information:

The diversity of our staff is very important to us. We welcome and actively encourage applications from people with disability, and people with culturally and linguistically diverse backgrounds.

We recognise the richness of Aboriginal and Torres Strait Islander cultures, and the unique knowledge Aboriginal and Torres Strait Islander employees bring to our workplace, policy development and service delivery. We welcome and actively encourage applications from Aboriginal and Torres Strait Islander people.

