

Case Manager – Dubbo
POSITION DESCRIPTION

Position Title: Case Manager – Dubbo	Position Number: 6110	Department: NSW/ACT	FTE: 1.00 (38Hrs)
Award: Social Community Home Care and Disability Services Industry Award 2010	Reports to: Practice Leader - Dubbo	No. Direct Reports: N/A	Fixed Term: 12 Months

annecto – the people network is a community inclusion not – for profit/social purpose organisation and registered charity incorporated as an association in Victoria and listed with ASIC as a registered Australian body to operate nationally. annecto’s purpose is to connect individuals and communities to realise an inclusive society and the organisation’s principles are humanity, interdependence, authenticity and emergence. annecto does this through planning and service delivery, through facilitating and strengthening informal supports social and employment networks and community building, and through participation in sector related policy development and review. annecto aspires to a diverse culture – a celebration of what makes each person unique – and to social inclusion underpinned by human rights.

These are exciting times for annecto Inc., and Merrimu Services Incorporated which merged in late January 2019 and will be supporting clients with disabilities across a range of sites across the Inner West out to Bacchus Marsh/Melton and across to Ballarat.

annecto – the people network has grown from small beginnings in the Western suburbs of Melbourne and currently works across most of metropolitan Melbourne, in the Loddon Mallee and Grampians regions of Victoria, in the Western suburbs of Sydney and throughout the Far West of New South Wales and now with the addition of Merrimu Services we will be consolidating our services across the Western corridor of Melbourne.

annecto’s strategic directions include growth in scale, influence and outcomes alongside sustainability

annecto operates in a ‘stakeholder’ environment with connections to various stakeholder groups. Such stakeholder target groups include people seeking formal or informal support, or who are in the process of determining their future support needs. Other stakeholders include: association and elected Board members, staff, volunteers, donors, sponsors, funding and legislative bodies, businesses, educational and research bodies, and a diverse range of groups in the general community. annecto and annecto’s stakeholders can potentially contribute to social impact through linking into social, civic and economic opportunities in Australia.

annecto is also operating at a time of major change through government driven social policy reform which seeks to connect services, and to increase focus on person centred, individualised, self/consumer directed and managed services models. Concurrently, government is challenged to address changing community expectations within an affordable economic and socio-economic environment. Such change signify a new government approach that focusses on goal orientated individual outcomes with the propensity to increase social and economic inclusion for people historically dependent on government welfare. This reform and the pace of change has an impact on annecto’s historical core service users - being people with disabilities, older Australians seeking alternatives to residential care, and their families.

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Position Summary:	<p>In Dubbo and surrounding regions of NSW, delivers Home Care Packages, Commonwealth Home Support Program, Short Term Restorative Care and MySupport (fee for service model).</p> <p>Packages and supports are planned, implemented and monitored by the Case Manager in consultation with individuals supported by annecto, their carers, service providers and other significant people in their life. annecto adopts person centred and community based approaches, that underpin the organisation’s services delivery and is aimed at supporting individuals to remain living in their community. These packages are funded through the Commonwealth Department of Health and Ageing.</p>	
Position Characteristics:	Scope:	<p>The position of “Case Manager” exists to provide quality Community Based Services specific to assisting Older Australians access to planning and those supports (internal and external) which positively connect people with their local community. Emphasis is placed on assisting individuals and families maintain a lifestyle of autonomy and choice. The position will achieve this through:</p> <ul style="list-style-type: none"> ▪ Assessment and service matching to existing community based services. ▪ Case Management and Service Coordination. ▪ Development of individualised budgets within a Consumer Directed Care (CDC) Framework. ▪ Maintaining community links with a range of funded and local volunteer services. ▪ An understanding of an individual’s spiritual connections and cultural needs. ▪ Timely response to service implementation. ▪ The ability to communicate with individuals in a way that promotes higher levels of personal understanding. ▪ An understanding of Commonwealth current reforms associated with Aged Care. ▪ Contributing to program specific and organisational-wide strategic planning and policy development. ▪ Ability to identify and respond to a range of locally identified initiatives and projects. (Community Development Initiatives). ▪ Assist Practice Leader with the development and maintenance of an internal workforce to deliver Direct Care Services . ▪ The ability to maintain a caseload, follow lawful direction and participate in monthly supervision sessions with direct line manager.

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			<ul style="list-style-type: none"> ▪ Achievable goal setting and remain within a defined budget.
		Significant internal/external relationships:	<ul style="list-style-type: none"> • Executive Manager – NSW/ACT • Manager – NSW/ACT • Practice Leader – Dubbo • Coordinator of Workforce Development NSW/ACT • Coordinator of Business Development NSW/ACT • Aged Care Services Team • Workforce/Support Coordinators • Other annecto staff • Clients • Carers / Families • Migrant Resource Centres • ACAT / Referring agencies • Specialist agencies and • General Practitioner
		Special Conditions:	annecto is an equal opportunity employer committed to diversity and social inclusion. We welcome applications from mature aged people, and people from culturally and linguistically diverse backgrounds, including those from Aboriginal and/or Torres Strait Islanders, people with lived experience of disability and people who identify as LGBTI.
		Delegations:	In accordance with annecto Board/CEO delegations and quality assurance policies
Key Responsibilities and Outcomes (Competencies)	1	Case Management:	<ul style="list-style-type: none"> • Carry out assessments of allocated clients, liaising as appropriate with clients, carers, existing service providers, ACAT and other key people. • Plan, co-ordinate and implement agreed care plans with clients and their carers. • Actively liaise with appropriate agencies to ensure coordinated implementation of services to clients. • Monitor care packages, reviewing and adjusting as required in consultation with clients / carers and other relevant parties. • Liaise with clients / carers and other relevant parties when alternate care arrangements are required. • Identify and report to the Practice Leader and Manager NSW/ACT on service gaps and lack of access by particular minority groups where relevant.

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	2	Administration	<ul style="list-style-type: none"> • Complete all documentation regarding assessment, care plans and service provision for each client in line with annecto policies and procedures • Maintain up-to-date client data and case records on Carelink in line with annecto policies and procedures • Monitor client services expenditure within agreed budget.
	3	General	<ul style="list-style-type: none"> • Implement all required occupational health and safety requirements. • Participate in on-going professional development by attending seminars, workshops and in- service training • Participate in supervision, debriefing and team meetings as required. • Maintain up-to-date industry knowledge. • Represent annecto – the people network at forums, working groups etc., relevant to the position. • Actively contribute to ongoing continual improvement processes. • Undertake other duties as directed. • Ensuring that all tasks are implemented in accordance with funding requirements and accountabilities, and in accordance with annecto – the people network policies, practices and guidelines. • Reporting monthly on outcome measures of Key Responsibility areas and referring relevant issues to the Coordinator and Program Manager – Aged Care Services in a timely manner.
Selection Criteria	Knowledge and Experience	Essential <ul style="list-style-type: none"> • Demonstrated commitment to the ‘Purpose and Principles’ of annecto – the people network; • Demonstrated previous experience in client assessment and case management in a community setting, preferably in the area of aged care; • Demonstrated knowledge of, and ability to access a range of community resources and professional services for clients • Demonstrated ability to work effectively with a culturally diverse group ; • Demonstrated ability to work autonomously with a high degree of initiative ; • Excellent communication skills, both written and verbal ; 	

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		<ul style="list-style-type: none"> • Proficient in the use of computer software: Word, Excel, Internet and email; • Must hold a current valid driver's license. <p>Desirable</p> <ul style="list-style-type: none"> • Experience using Client Management Systems such as Techone, Carelink+, Alayacare • An understanding of the ageing process and its cultural impact; • An ability to speak a community language/s.
	Qualifications	Tertiary Qualifications suited to the field of Community Care would be highly desirable
	Values and Attributes	<p>Communication:</p> <p>Interpersonal Skills:</p> <ul style="list-style-type: none"> • Demonstrate active listening and asks appropriate questions when dealing with the people annecto supports, colleagues and other external parties. <p>Public Speaking:</p> <ul style="list-style-type: none"> • Participates actively in staff meetings and shares information in improve work environment outcomes.
		<p>Change and Responsiveness:</p> <p>Learning and development:</p> <ul style="list-style-type: none"> • Prepares own Personal Development Plan in consultation with Line Manager. <p>Technology:</p> <ul style="list-style-type: none"> • Uses technology and software applications effectively in accordance with task requirements.
		<p>Governance and Compliance:</p> <p>Quality:</p> <ul style="list-style-type: none"> • Ensures that own work meets the organisations quality requirements <p>Health Safety and Wellbeing:</p> <ul style="list-style-type: none"> • Ensures safety of self and others in work environment
		<p>Professionalism:</p> <p>Initiative and enterprise:</p> <ul style="list-style-type: none"> • Contributes to ideas and improvised ways of working. • Demonstrates common sense and uses established strategies to problem solve.
		<p>Leadership and Teamwork:</p> <p>Team dynamics:</p> <ul style="list-style-type: none"> • Openly shares information participates and contributes to team discussions.

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		Personal Attributes: Culturally aware: <ul style="list-style-type: none"> Reflects expected standards of behaviour as per Organisational Code of Conduct. Positive: <ul style="list-style-type: none"> Remains calm and focused when faced with difficulty. Resilient: <ul style="list-style-type: none"> Learns from experience and identifies area for self-development. Recovers from setbacks. Honest: <ul style="list-style-type: none"> Credible and truthful. Reliable and trustworthy. Acknowledges and learns from mistakes. Flexible: <ul style="list-style-type: none"> Adapts to changing circumstances in the workplace.
Health, Safety & Wellbeing Requirements	<ul style="list-style-type: none"> Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors Comply with annecto HSW policies and procedures to participate in the achievement of a safe working culture Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching 	
Organisational Expectations	Compliance with organisational policy, procedures including code of conduct.	
Approvals:	CEO	Manager HR
Acknowledgement of Incumbent	I have read and understood the requirements of the position Name: (please print) Signature: Date:	