

Position Description



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| Position Title: | Care Manager (Home Care Packages) | Approval Date: | Mar 2021 |
| Authorised By: | CEO | Review Date: | Mar 2024 |

Our Vision People in our communities enjoy better and longer lives

Our Role We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Delivering public and private dental services
- Addressing the root causes of vulnerability

Our People People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

POSITION OVERVIEW

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| Job Purpose | <p>This role is instrumental in providing support and advice to Home Care Packages consumers to assist them to remain living at home. Your responsibilities will include day to day management of a consumer case load, conducting assessments, care planning and provision of consumer directed services within budget guidelines. You will build professional relationships internally and externally and look for creative care solutions to achieve the best outcomes for consumers.</p> <p>This role involves travelling to meet consumers in the community as well as working in a busy office environment.</p> |
| Duties and Responsibilities | <ul style="list-style-type: none">• Provide verbal and in writing information to consumers new to the program, that clearly sets out fees, budgets service availability etc. in a Service Agreement in accordance with the Home Care Package Operational Manual.• Develop and document consumer/carer directed care plans for having regard to their preferences and vision. |

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| | <ul style="list-style-type: none"> • Provide ongoing care management for Home Care Packages (HCP) for the consumer/carer, conduct regular reviews of their needs and amend care plans as appropriate. • Liaise and advocate with other relevant service providers regarding individual care needs. • The care management responsibility involved in the implementation of a planned intervention includes: <ul style="list-style-type: none"> ○ Maintain up to date electronic consumer/carer files including care plans and care notes ○ Be responsible for consumer/carer confidentiality and security of information as outlined in the organisational Privacy Policy and Legislation. ○ Ensure that services are culturally relevant to the needs of consumers/carers. ○ In conjunction with the consumer/carer undertake regular risk assessments and provide support to the consumer to rectify risks. ○ Address consumer/carer complaints in accordance with Organisational Complaints Policy and provide feedback to consumer/carer and the Manager. ○ Represent the organisation in care management meetings, care planning/review meetings and networks both within and outside the organisation. ○ Participate in external marketing activities to promote the program to the community. • Work with the finance team to: <ul style="list-style-type: none"> ○ Process invoices payable in a timely manner, ○ Monitor and approve monthly statements ○ Assist with the finalization of the unspent funds as required |
| Qualifications | <ul style="list-style-type: none"> • Minimum of 3 years experience in Home Care Packages program (or previous packages program experience i.e. CACP's & EACH) • Tertiary qualification in Social Work, Allied Health, Nursing, Care Management or equivalent |
| Key Selection Criteria | |
| Mandatory | <ul style="list-style-type: none"> • Extensive experience with older persons or in the Packaged Care services field. • Experience in working with Home Care Packages consumers • Demonstrated experience in Consumer Directed Care (CDC) choices and preferences to consumers • Knowledge of aged care related specialist services, i.e. Parkinson's and Dementia support Services would be an advantage • Knowledge of Centrelink benefits associated with consumer's financial requirements • Understanding of the interface between CHSP and HCP. |

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| | <ul style="list-style-type: none"> • Demonstrated experience in sales and packages maximisation to meet consumer needs. • A comprehensive working knowledge of the Home Care Packages Operational Manual, the Aged Care Act and an understanding of the Victorian Health Records Act.co | | |
| Desirable | <ul style="list-style-type: none"> • Willingness to travel, and work flexible hours, to meet the needs of the consumer/service • Experience in developing community networks • Demonstrated understanding of CALD and/or ATSI communities • Ability to speak a second language. • Demonstrated proficient computer skills in MS Office applications (Word and Excel) • Experience working in community/public health or community based setting. | | |
| KPIs/Performance Goals | <ul style="list-style-type: none"> • To be confirmed on commencement. Will include parameters such as: <ul style="list-style-type: none"> ○ Effectively managing client case load numbers ○ Effectively initiating and managing care plans ○ Positive feedback and support from clients and their families. • Experience and a well-developed knowledge of working in the Home Care Package services and in a care management role. • Working with the specialist organisations and aged care related program ie HITH, Restorative Care program • A demonstrated understanding of rural interface issues, including implications for service delivery • In partnership with the client, develop a goal directed care plan, organise services, provide support and monitor services to ensure quality • Ensure that the delivery of services meet all associated funding agreements, legal standards and requirements. • Well-developed communication and negotiation skills • Advanced planning, organisational and time management skills • Proven ability to establish effective and cooperative internal and external working relationships • Experience in assessment, care management and service delivery to aged consumers living in the community • Strong experience in managing consumer budgets • High level problem solving and analytical skills Exceptional customer service skills • Ability to work independently and as part of a team | | |
| Service/Program | Home Care Packages | | |
| Reports | Job reports to ... | Direct reports ... | |

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| | Case Manager – Home Care Packages | Nil |
| Award/EBA | Community Health Centre (stand alone services) Social and Community Service Employees Multi- Enterprise Agreement 2017 | |
| Classification | Level 5 | |

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| Terms and Conditions | Status | Full time <input type="checkbox"/> |
| | | Part time <input checked="" type="checkbox"/> |
| | | Casual <input type="checkbox"/> |
| | | Volunteer <input type="checkbox"/> |
| | Length of Term | <u>Permanent</u> |
| | EFT | <u>0.8 EFT</u> |

Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks (such as Disability Worker Exclusion Scheme checks) will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.

MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

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| WWCC | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
| DWES | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
| NDIS | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |

Position Specification

Statutory Declaration Yes ☒ No ☐

Credentials/Registration Yes ☒ No ☐

Other _____

EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? Yes ☐ No ☐

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

Signed (employee): _____

Date: _____