

# Position Description



## Position Title

Case Manager Older Persons High Rise Program

## Program

Community Care

## Team

Older Persons High Rise

## Classification and Level

Social Worker - Class 2 (level dependent upon experience)

Allied Health Professional - Grade 2 (level dependent upon experience)

RN Division 1 CHN Grade 3B (level dependent on experience)

## Classification and Level

Public Community Health Sector EA

Allied Health Professionals EA

Nurses & Midwives EA

## Role

Part-time

EFT (min 0.8-max 1.0) 0.8

Fixed Term

From 23/05/2021 to 08/10/2021

Fixed Term Reason

Choose an item.

Maternity back fill position

## Position No

VAC0829

## Position Reports to

Coordinator OPHRSP and SRS SAVVI

## Ordinary Location

The incumbent will primarily work at one Older Persons' High Rise (OPHR) and Star Health site. However, they will also be required to work across other OPHRs and Star Health sites from time to time.

## Recruitment Contact

Email: [recruit@starhealth.org.au](mailto:recruit@starhealth.org.au)

## Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of health and wellbeing for all, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information: [www.starhealth.org.au](http://www.starhealth.org.au)

Star Health offers a comprehensive and industry leading suite of Employee Benefits.

See:

<https://www.starhealth.org.au/careers/employee-benefits>

Status: Internal/Confidential @ Star Health Group Ltd

PD Version: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Purpose of Position

This position is located within the Older Persons High Rise Support Program (OPHRSP), which was established to provide community and individual support to public housing tenants living in 5 selected high rise sites for persons over 55 years of age. The sites are 25 King Street Prahran, 27 King Street Prahran, 49 Union Street Windsor, 150 Inkerman Street, St Kilda and 150 Victoria Avenue, Albert Park. The program is staffed by a multi-disciplinary team. The aim of the OPHRSP is to promote the health and wellbeing of isolated and vulnerable tenants by improving access to a range of health and support

## Key Responsibilities

- Provide short term case management to tenants
- Provide an initial Intake screening assessment of presenting tenants, to identify needs, implementing services as required
- Provide a comprehensive assessment for people with multiple and complex needs and limitations
- As part of a case management response, develop a care plan incorporating tenants' goals to be monitored and evaluated and referral to appropriate internal and external services
- Plan and implement social programs on and off site
- Participate in case allocation, case review and exit planning including presenting and documenting tenant reviews
- Provide information, support and advocacy, as appropriate, to tenants on a wide range of issues
- Manage the allocated budget, expenditure and recording of Flexible Care Funds for eligible tenants
- Provide support and guidance to the OPHRSP Support Workers
- Facilitate linkages with other service providers and community facilities, developing joint program initiatives as appropriate.
- Develop and maintain strong links with the DHHS- Housing, housing support programs and other key agencies
- Maintain client records, documentation and statistics according to Star Health policy

## Key Responsibilities Essential

### Knowledge and Skills

- Tertiary qualification as an RN Division 1 /Allied Health Professional (eligible for registration with AHPRA) or Social Worker (eligible for membership of AASW)
- Experience in a community context
- Demonstrated ability to provide clinical care to older people with diverse backgrounds and complex needs.
- Demonstrated skills in networking and collaborative practice with relevant service providers
- Demonstrated knowledge and skills in the use of clinical assessment systems, care planning and case management
- Demonstrated ability to provide outreach services to people with complex needs who are socially isolated and/or have challenging behaviours.
- Demonstrated skills in Community Development approaches.
- Demonstrated knowledge of the health, aged and disability service system and the public housing sector.
- Current driver's license.

## Qualifications (post-secondary, Vocational, Undergraduate, post-graduate degree(s))

### Essential

RN Division 1 /Allied Health Professional or Social Worker

### Preferred

Relevant post-graduate qualification

### Professional Membership(s)

APHRA/ eligible for AASW membership

## Experience (industry sector field of experience)

### Essential

Knowledge and experience of working with people within a community setting and/or transferable skills in a related area.

### Preferred

Demonstrated knowledge of the aged and disability service system and the public housing sector.

## Organisational Responsibilities

### Personal Qualities

- **Resilience** - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.
- **Initiative & Accountability** - Takes responsibility for actions and proactively implements work plan and addresses issues.
- **Empathy and Cultural Awareness** - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others.
- **Continuous Quality Improvement** - Identify continuous quality improvement opportunities and act upon when/where relevant

### Other Licence(s)

Unrestricted Victorian Driver Licence (or equivalent)

**Staff have a responsibility to participate in the development of a safe and healthy workplace, and must comply with safe work practices for their own health and safety, and that of others**

## **Protecting babies, children and young people from child abuse and neglect is integral to the work at Star Health**

### **Protecting Children Policy Information**

Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.

## **Important Information**

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne.
- Offers of employment are contingent upon:
  - A successful reference check (all positions);
  - Non-adverse Criminal Record check (all positions);
  - Fitness for Work medical examination (specific positions);
  - Holding and maintaining a valid 'Working with Children Check' (all positions).

Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply. Some roles may require candidates to undertake psychometric testing prior to appointment.

## **Salary Packaging Information**

Star Health currently has two types of Salary Packaging:

- General salary packaging of \$15,900 per FBT year
- Meal Entertainment/Facility leasing of \$2,650 per FBT year

Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.

### **Authorisation**

**Jackie Redlich**

Person who completed and authorises this Position Description

**Position Title: Coordinator OPHRSP SRS SAVVI**

**Program Division Community Care**

This Position Description was reviewed on: -25---/---03-/ --- 2021