



## AUSTRALIAN MULTICULTURAL COMMUNITY SERVICES INC POSITION DESCRIPTION

<b>Position Identification</b>	
<b>Position Title:</b>	<b>Case Manager</b>
<b>Direct Reports:</b>	Nil
<b>Hours:</b>	Full-time
<b>Location:</b>	Australian Multicultural Community Services Inc, 44 - 56 Hampstead Road, Maidstone 3012
<b>Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). Home Care - The level of final salary is based on qualifications and relevant experience. (above the Award)
<b>Objective:</b>	Provide case management services to support clients with a holistic approach respecting diversity and each person's individual identity. Ensure that clients exercise choice in decision making about their own care and the way services are delivered. Communicate effectively with all stakeholders to ensure quality service provision and meeting organisational values.

### **Organisational Context**

The Australian Multicultural Community Services (AMCS) is a community organisation with more than 30 years of experience serving the multicultural community. We support seniors to live at home for as long as possible, helping them maintain their independence and connect to opportunities.

Please refer to our website for the full range of current services provided by AMCS. [www.amcservices.org.au](http://www.amcservices.org.au)

### **Summary of the Position**

Reporting to the Team Leader – Home Care Package Program, manage a caseload of clients that are receiving Home Care Package Supports. The role requires liaising with the Care Coordination team who will roster direct care staff to attend to the clients' needs; regularly liaising with clients and their family members to determine care needs and resolve queries as required. Regularly reviewing care plans and assessing needs whilst maintaining records and documentation. This position requires the Case Manager (C/A) to refer to external stakeholders and health agencies to enhance and support the client to remain living at home.

### **Management and Accountability**

Direct accountability is to the Team Leader – Home Care Package Program. AMCS Management has a right to review this position description.

### **Diversity, Inclusion and Cultural Competence**

- Ensure that the diverse needs of clients are considered and accommodated. This includes and incorporates physical, cultural, gender-identity and other.
- Able to respect the diverse needs of other people.
- Able to communicate effectively with people from diverse backgrounds.

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- In all instances works harmoniously with diverse people including people from CALD backgrounds.

**Key Responsibilities**

- Act as the key contact person for clients and their representatives and advocates on their behalf as required.
- In partnership with the client and/or representative, develop a goal directed care plan ensuring the client is driving the development.
- Provide information, support and advice to clients and/or their representatives or refer them to suitably qualified people.
- Assess, monitor and review the needs of the client within a holistic framework to optimise health and wellbeing.
- Ensure personal and clinical care is delivered safely and in accordance to clients' needs, goals and preferences.
- Respect the clients self-determination to make choices for themselves and take calculated risks
- Ensure service provision is compliant with the HCP guidelines and relevant legislation
- Maintain documentation standards, ensuring case notes are timely, accurate, relevant and succinct.
- Maintain records of expenditure and ensure clients services are delivered within budget
- Maintain currency of skills and knowledge relevant to this position, including managing clients with complex needs and clients with special needs.
- Liaise with referring agencies, ACAS, local health provider and community services
- Represent AMCS at conferences, community forums and network meeting where appropriate

<b>Professional Development</b>	Participate in staff development opportunities as planned and required. Attend meetings and In-Service training when appropriate.
<b>Occupational Health &amp; Safety</b>	Comply with policies & procedures, identify OHS concerns and communicate these to AMCS management. Report hazards and incidents.
<b>Legislative Requirements</b>	Ensure compliance with relevant policies and legislative requirements such as Occupational Health & Safety (OHS) and the Commonwealth Privacy Act.
<b>Other</b>	Familiarise self with relevant policies, procedures and work practices of AMCS. Meet employee obligations as outlined in AMCS' Policies and Procedures. Commit to processes of continuous improvement activities. Carry out other duties as delegated by the person you report to or the next person in the organisational structure.

**Key Selection Criteria**

- ✓ Degree in Social Work, Nursing, Diploma in Community Services, Case Management or equivalent is essential

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- ✓ Relevant experience in the planning, co-ordination and delivery of services to the frail aged and persons with disability in their own homes incl. care management skills, assessment, care planning and coordination and conflict management
- ✓ Knowledge of an additional language and an understanding of the cultural barriers faced by the elderly preferred but not necessary
- ✓ Demonstrated ability to prioritise, plan and organise a busy workload
- ✓ Demonstrated experience in budget monitoring
- ✓ Demonstrated comprehensive knowledge of the Aged Care Standards
- ✓ Prior experience in the interpretation and application of the Aged Care act
- ✓ Experience in supporting clients with dementia; favourable
- ✓ High level of motivation and a team orientated approach
- ✓ A high level of professionalism and interpersonal skills
- ✓ Ability to show leadership and initiative
- ✓ Ability to appreciate that all clients have the right to respect and confidentiality
- ✓ Ability to work in a team environment
- ✓ Advanced communication and negotiation skills
- ✓ Demonstrated decision making and analytical skills
- ✓ A current Victorian driver's license
- ✓ Excellent organisational and time management skills
- ✓ Able to maintain high levels of confidentiality

**Conditions of Employment**

1. All employees, including volunteers are required to provide a current National Police Certificate before commencing work with AMCS.
2. Continuous employment with the agency is conditional upon the receipt of ongoing funding for the program.
3. Meeting any medical standards required to perform the inherent requirements of the role.
4. Satisfactory performance during and after the probationary period (for new staff).
5. Annual Appraisals by the direct Manager.
6. An adherence to the AMCS Policy and Procedure Manuals
7. All applicants must demonstrate the right to work in Australia.

Further terms and conditions for ongoing employment are set out in the Contract of Employment, *the National Employment Standards and the Fair Work Act 2009* and the relevant legislation and AMCS policies and procedures as amended from time to time.

**Position description agreed to:**

Employee's Name: .....

Signature: .....

Manager's Name: .....

Signature: .....

Date: .....

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