
	<b>NEXUS PRIMARY HEALTH</b>	<b>Date:</b> October 2021
	<b>POSITION DESCRIPTION</b>	<b>Version No:</b> 002
	<b>COMPLEX CASE MANAGER – TARGETED CARE PACKAGES</b>	<b>Authorising Manager</b> A. Mullins - CEO

<b>Position:</b>	Complex Case Manager – Targeted Care Packages
<b>Classification:</b>	SACS Level 4 Pay Point 3
<b>Reports to:</b>	Team Leader, Individualised Services
<b>Direct Reports:</b>	Client based Nexus Care Teams and external services
<b>Agreement/Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 and the Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015 and its successors
<b>Employment Status:</b>	Full Time – Fixed Term
<b>Approved By:</b>	 Signature:
	Name: Amanda Mullins Title: Chief Executive Officer Date: 16 November 2021

### Organisation Context

Nexus Primary Health (Nexus) conducts business from offices located in Broadford, Wallan, Seymour, and Kinglake and across the Mitchell, Murrindindi, Greater Shepparton, and Strathbogie Shires. Some services are provided on an outreach arrangement.

Nexus is committed to excellence in the delivery of holistic, affordable, accessible community-based health services that meet quality and safety standards. To ensure this, all staff have a responsibility to provide client services that are designed with a quality and safety framework in mind. We recognise that the landscape of health is changing, and to ensure that our communities have continued access to services, Nexus endeavours to be innovative and flexible in program delivery and funding of services.

Nexus is a health promoting workplace that actively celebrates and promotes diversity of backgrounds and differences to realise the potential of our employees. We encourage job applications from Aboriginal and/or Torres Strait Islander people, people with disabilities, people from the LGBTI community and people from culturally diverse backgrounds.

Nexus is committed to the safeguarding of children and vulnerable people. All employees will undergo rigorous compliance screening prior to and during their employment.

### Our Values

At Nexus, our shared values define who we are, what we stand for and how we Work.

<b>Innovation</b>	We lead by example using evidence and embracing new ideas.
<b>Integrity</b>	We act ethically and professionally.
<b>Diversity</b>	We seek variety and difference.
<b>Empowerment</b>	We enable people to live well.
<b>Accountability</b>	We be responsible for our behaviours, actions, and outcomes.
<b>Respect</b>	We value the rights of others.

## Position Purpose

To coordinate the delivery of services to children and young people on Targeted Care Packages (TCPs). Targeted Care Packages are an allocation of funding tailored specifically to meet the individual needs of a particular child or young person to assist them to exit residential care, or to prevent them entering residential care.

The packages aim to strengthen and support home-based placements using a therapeutic approach and the provision of a range of individualised supports.

## Primary Accountabilities

The role will include but not limited to:

- a) A person employed as a Complex Case Manager - Targeted Care Packages level 4, point 3 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally, guidelines and work procedures are established.
- (b) General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- (c) Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- (d) Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- (e) Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- (f) Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

For management positions only:

Quality Management Systems (QMS) and Compliance responsibilities:

- Chief Executive & Quality Manager – has oversight of the QMS and compliance requirements and responsibilities across Nexus
- Executive Managers, Managers and Team Leaders - has oversight of the QMS and compliance requirements and responsibilities within designated programs and communicating the importance of effective quality management to staff

## Key Communications

### Internal

All Nexus Program staff, Senior Management Team, People & Culture

### External

Statutory agencies and external service providers

**Qualifications**

Essential:

1. Three year degree with two years of relevant experience;
2. Lesser formal qualifications with substantial years of relevant experience; and or
3. Attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities.

**Interpersonal Skills**

- Demonstrating creativity, critical thinking and problem solving.
- Understanding behaviours towards others.
- Ability to collaborate with teams to achieve a common outcome ensuring sensitivity and emotional engagement.
- Knowing your strengths and weaknesses, confident in communication ensuring to achieve the opportunities sought.
- Willing to answer for the outcomes resulting from your choices, behaviours, and actions.
- Listening to what others have to say rather than listening only to respond. Accepting others' ideas and opinions.

**Knowledge**

To contribute to the operational objectives of the workplace, a position at this level may include some of the following:

- Undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- Perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- Identification of specific or desired performance outcomes;
- Contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- Expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- Undertake a wide range of activities associated with program activity or service delivery;
- Develop, control and administer a records management service for the receipt,
- Custody, control, preservation and retrieval of records and related material;

Desirable:

- Understanding of the knowledge and skills required in working with diverse members of the community.
- Experience with children or young people in the Child Protection Child Protection, Child and Family Services or Out of Home Care sector.
- Experience in team based care.

**Management**

- Effectively plan, organise and manage time to achieve outcomes and priorities, including meeting funding performance indicators, targets and Nexus internal targets.
- Be responsible for the reporting of complaints and incidents and monitoring of those directly related to service provision.
- Representation of Nexus at appropriate forums and provide feedback.

Licences
<ul style="list-style-type: none"> <li>Fully Vaccinated for COVID-19.</li> <li>Current Police Records Check .</li> <li>Current National Disability Insurance Scheme (NDIS) Worker Screening Clearance.</li> <li>Current Working with Children Check (WWCC).</li> <li>Current Victorian Drivers Licence.</li> </ul>

Employee Acceptance (NA for New Starter via online onboarding)			
Name	Position Title	Signature	Date
			/ /

Managers Authorisation			
Name	Position Title	Signature	Date
			/ /

**REVISION TABLE**

Rev No	DATE	DESCRIPTION	PAGES	BY
1		Formulation of Position Description	All	S. Burns
2		Revised Format	All	S. Burns