

Case Manager **Position Description**

About ACNA

Our charter says...

Access Care Network Australia provides assessment, coordination and case management services to connect eligible people with supports that build on their strengths.

But don't let the jargon fool you. We're in business to change lives. We do that by helping our clients (and their families) get the support they need to live life their way.

What makes us tick?

Simple. We want people to be their best.

But at ACNA this isn't something we just write on a poster: 'being our best' is a way of life. It's our credo. It's a life-long personal commitment to be...

Always learning

Always growing

Always sharing.

About the role

As a Case Manager with ACNA you will be part of our story of steady and sustainable growth and will join us to deliver our purpose and share our values. You will bring your commitment to wellness and holistic, strengths-based practice to this role through daily work involving assessments and case management of individuals using defined tools, technology and processes.

You will work autonomously whilst enjoying the connection to your team of fellow case managers. Using strategies, supports and networks across the sector, you will support our client's to be their best and achieve the best possible outcomes for them. This role reports to the Team Leader and is supported by the Senior Case Manager.

Key responsibilities

- Conducting holistic, strengths-based assessments of individuals using designated assessment tool/s in hospital, a person's home or place of living
- Developing a thorough, individualised support plan in consultation with the client, carer and/or family that builds on the person's abilities and addresses the needs whilst adhering to the principles of the wellness approach
- Providing short, medium and/or longer term case management that aligns with the individualised support plan
- Establishing the relationship with services providers under the brokerage model to deliver client services and supports developed in the support plan
- Monitoring budgets and timeframes relating to client packages and effectively exiting clients
- Providing ongoing referral/s as appropriate in line with State/Commonwealth Government programs (i.e. NDIS, My Aged Care)
- Conduct client reviews by phone and/or face to face depending on the requirements of the program and client context.
- Documenting assessment, case management and review activities and writing reports as required by the various programs in ACNA and affiliated systems (including Government portals)
- Escalating complex issues or scope-of-practice concerns to the Senior Assessor or Team Leader as appropriate
- Submitting accurate and timely documentation (via digital tools) using ACNA and external systems
- Working with autonomy and independence whilst also working as part of a wider team of Case Managers
- Contributing to your team and positive practice; through team meetings and sector network opportunities and/or meetings
- Engaging in learning activities that support continuous professional development
- Following guidance and sharing information as outlined on the organisational chart reporting structure
- Contributing to the broader quality focus of ACNA

Key Accountabilities:

As a Case Manager your measures of success and Key Performance Indicators (KPIs) for this role will include, but are not limited to:

- Consistency and quality of assessments and case management activities
- Quantity of assessments per week and quantity of clients under case management
- Timeliness of assessments and case management activities and associated documentation
- Incidents and/or complaints logged accurately in the system
- Attendance and meaningful contribution to team meetings and/or sector and LHD meetings
- Working in line with ACNA's policies and procedures
- Demonstrating our values in all you do and in every interaction.



Capability Expectations

To be successful in this role Case Managers must demonstrate:

- an ability to follow direction, work independently, and as part of a team
- strong organisation, time management and administration skills to manage daily workloads and flow
- excellent communication skills with a variety of stakeholders, including clients, families, referrers and ACNA team members and managers
- an ability to communicate clearly and effectively with people experiencing complexity through their circumstances, health and/or ageing journey
- an ability to recognise and manage risks to the client and the Case Manager in undertaking Assessments
- Maintaining a flexible approach as required communicating with a variety of people with different expectations whilst continuing a high level of professionalism
- An ability to conduct culturally sensitive interactions for diverse groups such as with people who identify as:
 - Aboriginal and Torres Strait Islander
 - Experiencing homelessness
 - Culturally and linguistically diverse
 - LGBTQI
- an ability to respond to changing circumstances that may arise
- accuracy, professionalism and timeliness in documenting assessment and case management activities
- Working safely and encouraging others to do so

Flexibility Expectations

100% of ACNA's roles require our staff to be flexible from where they work each day to the projects they are working on. Examples of this flexibility are:

- **Location:** The location of your work is primarily in an office, however it can and will change to home, community or other ACNA sites.
- **Support** with surge in other projects: We may ask you to cross-skill in other programs to temporarily support busy-times (also known as surge requirements).
- **Mobility and Progression:** We encourage and support career mobility and progression to other roles in ACNA and encourage all of our staff to consider such options when they are on offer or needed.

Quality, Health and Safety

All members of the ACNA team are responsible for their participation in quality and safety activities within the context of the role. This includes (but is not limited to) improvement actions



such as audits, reviews, quality and assurance measures and drills that result in improvements to client care, staff knowledge and the consumer experience.

All duties must be performed in accordance with ACNA Policies and Procedures including the relevant Work Health and Safety legislation, Equal Opportunity legislation and relevant State Health Code of Conduct.

All ACNA team members are also responsible for promoting a positive safety culture by following all reasonable instructions relating to their own or another person's safety. This includes (but is not limited to):

- Provision of supervision to people under their direction
- Taking actions to avoid, eliminate or minimise hazards
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work
- Report all incidents/hazards/injuries and
- Use Personal Protective Equipment as required and directed
- Complete all mandatory training during the induction period

Compliance requirements

- National Police check
- VEVO right to work
- Driver's licence
- Working with Vulnerable People check (via State Government requirements)
- Working with Children check (via State Government requirements)
- Category A Vaccinations in line with NSW State Health Policy
- COVID-19 and Influenza vaccinations

