

Western District Health Service Position Description

Integrity Innovation Collaboration Accountability Respect Empathy

Position Title	Support at Home – Case Manager
Position reports to	Support at Home Program Manager
Classification	ON14
Direct Reports	Nil
Award/Enterprise Agreement	Allied Health Professionals (Victorian Public Health Section) (Single Interest Employers) Enterprise Agreement 2021-2026
Mandatory Qualifications	Degree, Diploma or Certificate in a Community, Nursing, Health or Management discipline or working towards or extensive experience in similar role
Mandatory/ Ideal Experience	Previous experience ideally in: - a case management role within the aged care sector - budget reconciliation - managing a broad range of client needs
Location	Hamilton
Mandatory compliance Requirements <i>Mandatory requirements before employment and to be maintained during employment</i>	• Police check • NDIS • Driver's License • Rights to work in Australia

About WDHS

At Western District Health Service (WDHS) we pride ourselves on our strong teamwork and our shared commitment to providing person-centred high-quality healthcare to the Southern Grampians and Glenelg Shire community. We encourage and celebrate diversity, inclusion and accessibility for our staff and visitors to our services, and we are dedicated to living our values of: Integrity, Innovation, Collaboration, Accountability, Respect and Empathy.

Be Yourself- We value the unique backgrounds, experiences and contributions that our staff and visitors bring to our service. First Nations people, those identifying as LGBTQIA+, people of all ages, with disabilities and culturally and linguistically diverse people are encouraged to apply.

Our Values

Integrity: <i>We will be open and honest and will do the right thing for the right reason.</i>	Innovation: <i>We will boldly break new ground and improve the way things are done.</i>	Collaboration: <i>We will both lead and work together with others in teams and partnership.</i>	Accountability: <i>We will take responsibility for our decisions and actions.</i>	Respect: <i>We will value all people's opinions and contributions.</i>	Empathy: <i>We will endeavour to understand other peoples' feelings and perspectives.</i>
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Our Mission

Our Vision

We enable physical, social and community wellbeing through:

- Building awareness of health and preventing ill-health;
- Providing highest quality, safe and contemporary service and
- Leading and supporting our communities.

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About the Role

To deliver high-quality Care Management services to participants of the Support at Home Program by applying the person-centred care model in a way that upholds each individual's rights, independence, choice, and dignity. This includes ensuring that all supports are appropriately tailored, well-coordinated, and responsive to each participant's unique needs, fostering an integrated and person-centred care experience.

Inherent Requirements

- Provide comprehensive case management to program participants, including assessment of individual and family needs.
- Establish and maintain effective, respectful relationships with participants, carers, families, and support networks.
- Develop, coordinate, and implement agreed care plans and service packages in collaboration with participants and carers.
- Initiate and facilitate care planning meetings, case conferences, and reviews with participants, carers, medical practitioners, and associate providers.
- Conduct regular reviews of care plans, monitoring participant needs and coordinating changes to services as required.
- Provide appropriate support and advocacy for participants and carers in line with agreed care plans.

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- Maintain accurate, timely documentation and participant data, ensuring compliance with quality and reporting requirements.
- Monitor service provision costs in line with care plans and budget allocations, liaising with finance regarding fees, accounts, and payments.
- Liaise with medical practitioners, referring agencies, and associate providers to support effective coordination of care.
- Contribute to professional development, quality improvement, teamwork, health promotion, and the positive representation of Western District Health Service.

Performance Measures/Key capabilities

Participant Satisfaction- Achieves high satisfaction ratings in regular participant feedback and surveys, reflecting respect, dignity, and choice.

Timeliness of Service Delivery -Services and support plans are implemented within agreed timeframes, with minimal delays or disruptions.

Quality and Accuracy of Care Planning -Care plans are comprehensive, person-centred, and regularly updated according to changes in participant needs.

Responsiveness to Participant Needs -Demonstrates prompt and effective response to changes in health, wellbeing, risk factors, or service requirements.

Coordination and Integration of Services -Ensures seamless collaboration with allied health, community, and medical providers, resulting in coordinated support.

Compliance and Documentation Standards -Meets all regulatory, organisational, and documentation requirements including case notes, assessments, and reporting.

Risk Management and Safety -Identifies, documents, and mitigates risks proactively; ensures participants feel safe and supported in their home environment.

Budgeting-Oversee and monitor participant budgets to ensure services are delivered within financial constraints while maximising the level of care

Goal Achievement -Monitors progress and support participants in achieving goals outlined in their care plan.

Cultural Competence and Inclusive Practice -Demonstrates respectful, inclusive service delivery tailored to cultural, linguistic, and personal preferences

Occupational Health and Safety Responsibilities

All Western District Health Service employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure. Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees have a responsibility to comply with all relevant WDHS OH&S management system Policies, Procedures and programs. This includes the WDHS Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

- Looking after their own health and safety and those of others in the workplace;
- Follow safe work practices and use personal protective equipment as required;
- Participate in OH&S consultation and OH&S training initiatives;
- Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions;
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;
- Don’t wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Performing only those tasks for which they have received appropriate training and instruction.
- Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

Inherent Physical Requirements

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things:

<u>1 Nursing / Patient Care Role</u> ▪ manual handling (pushing, pulling equipment) ▪ general patient handling and clinical nursing duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ general clerical, administration work, computer work ▪ moving wheeled equipment ▪ use of personal protective equipment and handling ▪ handling general and infectious waste ▪ To participate in emergency procedures as required ▪ shift work in most roles ▪ 3 COVID Vaccinations required	<u>2. Maintenance / Hotel Services Staff Role</u> ▪ generic maintenance work ▪ working at heights or ladder use ▪ generic out door work ▪ pushing, pulling trolleys ▪ lifting, carrying, pushing and pulling sitting, standing, bending, reaching, holding ▪ moving wheeled equipment ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste ▪ To participate in emergency procedures as required ▪ shift work in some roles ▪ 3 COVID Vaccinations required	<u>3 Clerical / Administration Role</u> ▪ sitting, standing, bending, reaching, holding ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general waste ▪ pushing and pulling trolleys ▪ filing ▪ shift work in some roles ▪ To participate in emergency procedures as required ▪ 3 COVID Vaccinations strongly encouraged
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Note to All Employees

- All Employee are strongly encouraged to hold 3 COVID Vaccinations and adhere to the WDHS Influenza and vaccination policy to eligible employee. This includes having the recommended annual Seasonal Influenza vaccination.
- You must work within the policies, procedures and guidelines of WDHS
- You must participate in the WDHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- You must ensure that the affairs of WDHS, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of WDHS.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- A Performance Review will occur within six (6) months of commencement, then annually taking account of the key roles and responsibilities outlined in this Position Description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead.

Date of Creation	7/01/2026	Date of Review	7/01/2026
Document Owner	Executive Director People & Wellbeing	Reviewer	Executive Director People & Wellbeing
Employee Signature		Date	

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