

# Position Description



<b>Title</b>	Case Manager
<b>Business Unit</b>	Aged & Carer Services
<b>Location</b>	12 Rowan Street Wangaratta Vic 3677
<b>Employment type</b>	Ongoing – Full Time
<b>Reports to</b>	Program Manager

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The objective of Home Care Package program is to enable older people, people with disabilities, to be supported to independent and remain in their own home for as long as possible.

Reporting to the Program Manager this position is a Case Management role with responsibilities for supporting clients on Home Care Packages to be able to set goals and access identified services. The role will be required to carry a case load.

The role will also be accountable for management of the funds and reporting requirements of the Home care Packages.

The Case manager will be required to participate in an oncall roster.

## 3. Scope

**Budget:**

- Nil

**People:**

- Nil

## 4. Relationships

Approved by: EO of Aged Care	Page 1 of 3	Division: Aged & Carer Services
Date Approved: November 2020	Printed copies of this document are not controlled.	Next Review Date: November 2021

# Position description

## Case Manager



### Internal:

- Case Managers, Senior Care Advisors, Program Manager Cleint Liaison Officers, administraton Staff

### External

- Clients, carers, families,
- Service providers
- Hosptials
- Doctors

## 5. Key responsibility areas

### Service delivery

- Identify the needs of clients, develop care plans, and investigate matching service options to be provided from external service brokerage strategies and to provide the clients with maximum choice, control of their packages of care and access to service
- Provide effective case management and support to clients, ensuring that decision making remains with the client and focus of discussions is enabling and encouraging independence.
- Monitor the supports provided by other service providers.
- Monitor supports provided by Brokered Services to ensure cleitn needs are met.
- Monitor and where necessary facilitate case planning meetings to review individual care plans involving clients, carers and relevant service providers.
- Negotiate with other agencies for client services within budgetary constraints.
- Be familiar and comply with program operational guidelines and relevant aged care program policies
- Ensure discussions with clients regarding their allocated package budget provide options to enable client choice.
- Ensure all communications with clients, carers and families are respectful.
- Provide the the best possible level of Customer Service, ensuring cultural and religious beliefs are recognized and supported.

### Administration and finance

- Ensure client records and files are accurately completed as per Uniting Procedures and record
- All contact and changes to client support are recorded in the CRM as soon as possible
- Ensure clients budget and finances are discussed with the client regularly
- Reviews are completed on time and record updated.

### Quality and risk

- Ensure risk assessments are completed, recorded and reported
- Maintain a high quality of work.
- Ensure work is Audit ready at all times

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

# Position description

## Case Manager



- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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### 6. Person specification

#### Qualifications

- Demonstrated experience in Case management
- Relevant Tertiary qualifications in Case Management

#### Experience

- Broad knowledge of the aged and disability sector
- Previous experience with the brokered service model
- Good knowledge of Community services available in the Hume Region
- Experience using Procura CMS

#### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting’s values
- Ability to effectively communicate with people from diverse cultures and background.
- Ability to adapt to new environments, systems and processes
- Excellent computer skills, Word, Excel and Outlook and previous experience in using a variety of computer software and systems.
- Effective time management and ability to support a varied case load.
- Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality.

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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.**

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### 8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>