

Position Description

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| Title: | Case Manager |
| Business Unit: | Aged and Carer Services, Home Care Packages (HCP) |
| Location: | 12 Rowan Street Wangaratta Vic 3677 |
| Employment type: | Full Time/Part Time |
| Reports to: | Program Manager |

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

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.

Scope

Budget:

- Nil

People:

- Nil

Relationships

Internal:

- Case Managers, Senior Care Advisors, Program Manager, Client Liaison Officers, administrative Staff

External:

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

Key responsibility areas

Position description

Case Manager



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 client 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.
- 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.

Performance indicators

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| Approved by: EO Aged & Carer Services | Page 2 of 3 | Division: Case Manager |
| Date Approved: 8 July 2020 | Printed copies of this document are not controlled. | Next Review Date: 8 July 2021 |

Position description

Case Manager



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.

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.

Employee

Manager

Name:

Signature:

Date: