

Position Description



Title	Home Care Packages Case Manager
Business Unit	Aged & Carer Services
Location	Mount Waverley
Employment type	Ongoing – Full Time
Reports to	Senior 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 Home Care Package Case Manager works in partnership with consumers, carers, families and informal supporters to facilitate the consumer directed support and services that may be required to meet the client's goals; assistance to help older people remain living in their home in line with Uniting principles and/or funding guidelines.

Through the provision of Case Management, support is also offered to consumers in receipt of care coordination and brokerage funds.

Linkages (Ageing) – a Commonwealth Homes Support Program targeting older people.

3. Scope

Budget:

- Nil

People:

- Nil

4. Relationships

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

- Deliver high quality service and positive outcomes for consumers and stakeholders
- Before confirming/ coordinating/adding care services, monitor client's budgets and ensure that they comply with program and organisation requirement.
- Support consumers to achieve progress towards documented person centred goal-directed outcomes
- Undertake reporting requirements as required
- Effective management of feedback in order to initiate resolution of complaints and celebrate successes
- Provide a responsive service, Coordination Service in line with Care Plans funding and organizational guidelines
- Provide over the phone Care Coordination for Clients or other stakeholders who want to change, cancel or confirm their services
- Provide administrative support to staff and Management (example take and relay messages to HCP Case managers and management)
- Assist with the delivery of the Strategy Implementation Plan and the Aged & Carer Services work plan
- Utilise high level skills, knowledge, relevant work experience and qualifications to provide a high level of customer service
- Work in partnership with consumers with the Touch Point Standards and Guiding Principles of Uniting; as evidence through dated notes, supervision and client feedback.
- Foster the continuous improvement of services to internal and external customers
- Foster a positive organisational culture
- Participate on program and policy review and development
- Promote and raise the profile of Uniting
- Participate on projects/groups as required
- Participate, contribute and implement organisational processes in a Consumer Directed Care (CDC) environment in order to achieve the best possible client's outcomes
- Provide support to colleagues in assisting individual or group work in meeting outcomes
- Implement best practice principles at work through professional and personal development, including keeping abreast of legislative and community sector changes
- Maintain enthusiasm and accountability for own role in achieving organisation goals and objectives
- Engage in professional development training opportunities
- Work to achieve measurable outcomes with clients, work colleagues across Uniting and other stakeholders by actively role modelling the philosophy outlined in our Guiding Principles.
- Work to enhance work practice and and professional development through active participation in professional supervision.
- Maintain accurate and up to date administrative records to meet audit compliance standards as set by funders

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HCP Case Manager



- Work according to the Government regulations and guidelines
- Work with the organisation in contributing to the continual development of and provision of quality services that are flexible, innovative and responsive to changes in the Community Sector.

Administration and finance

- Record all enquiries in Uniting's database and initial set up of consumer file
- Record stats in relation to consumer enquiries and movement of HCPs
- Manage referrals, upgrade consumer information in the My Aged Care portal
- Enter client notes on the Client Information System (CIS)
- Enter direct and indirect consumer contact statistics on the CIS
- Liaise with the Customer Service Team to activate the HCP and record any services in the CIS
- Complete the Aged Care Entry Record to Medicare online

Quality and risk

- Record all enquiries in Uniting's database and initial set up of consumer file when required
- Record data in relation to consumer enquiries and movement of HCPs
- Enter consumer notes on the Client Information System (CIS)

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.

6. Person specification

Qualifications

- Associate Diploma qualification in Social Work or Health, Welfare discipline
- Degree level - desirable

Experience

- Demonstrated experience working with and understanding of the needs and issues facing those who are aged or have a disability and would like to receive services/maintain their independence and remain at home or within their community
- Demonstrate knowledge and understanding of relative legislation and community services and supports for the ageing and consumer directed care.

Approved by: EO of Aged Care	Page 3 of 4	Division: Aged & Carer Services
Date Approved: November 2020	Printed copies of this document are not controlled.	Next Review Date: November 2021

Position description

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- Demonstrated experience of billable hours.
- Demonstrated ability to assist clients in increasing their confidence, capacity and choices and in improving their well-being
- The ability to utilise crisis intervention frameworks and strategies
- Demonstrated ability to source innovative, cost effective and creative solutions to meet client needs
- Excellent interpersonal and communication skills utilized in developing collaborative relationships with clients, internal and external stakeholders
- The ability to establish respectful working relationships with consumers with diverse backgrounds
- The ability to work autonomously and as part of a team
- Experience in using a Client Information System (CIS) and MS Office Powerpoint, Word and Excel

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.

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.

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"/>