

# Position Description



<b>Title:</b>	Home Care Package Duty Worker
<b>Business Unit:</b>	Äged & Carer Services – Uniting
<b>Location:</b>	Mount Waverley
<b>Employment type:</b>	Full Time
<b>Reports to:</b>	Team Leader

## 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 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.

## Scope

**Budget:** Nil

**People:** Nil

## Relationships

**Internal:**

- Program Manager Ageing
- Uniting Case Managers, Advisors, Team Leaders, Coordinators
- All Uniting Staff

**External**

- Clients and their families
- Commonwealth Government – Department of Health (DoH)
- State Government & relevant Aged sector stakeholders

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# Position description

## HCP Case Manager



- My Aged Care
- Related professional and peak bodies
- Local Councils
- Service Providers

### Key responsibility areas

#### Engagement

- 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 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
- 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.

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# Position description

## HCP Case Manager



### Promotion and Marketing

- Attending network meetings as required
- Positively promote Uniting through networking as opportunities arise
- Adhere to Uniting's practice framework
- HCPs are offered on a Consumer Directed Care model
- Prepare Consumer Information form (including information for emergency)
- Collect and collate feedback from clients
- Make recommendations for improvements in service delivery

### 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)

### Administration

- 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

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards.
- 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 internal and external stakeholders in accordance with Uniting's values.
- Actively participate in initiatives to maintain, build 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.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Participate in organizational mandatory training sessions employment opportunity, health and safety) and mandatory training specific to position.

## Performance indicators

### Increasing the number of Home Care Packages

#### Team Work

- Ensure Customer-centric service and person centred practice is followed
- Treat team members according to Uniting's Guiding Principles
- Support colleagues by managing enquiries and sharing the Case Manager Team duty
- Proactive in updating processes and raising any challenges

#### Promotions

- Ensure that Case Managers has a consistent message when promoting and marketing HCPs
- Share and record market knowledge and competitor information in a timely manner
- Participation in promotional activities

## Person specification

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## HCP Case Manager



### Qualifications

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

### Experience Essential

- 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.
- Demonstrated experience of billable hours.

### Core selection criteria - Essential

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Demonstrated knowledge and understanding of HCP, community services and supports for the ageing and disability health sectors
- Understanding of financial impact of package budget and fees
- An understanding of and experience in the delivery of person centred practices
- Knowledge and ability to implement service delivery models that empower clients with flexibility, choice, capacity building and transparency
- Extensive contemporary knowledge of and understanding of the issues and needs of older people, their families and carers
- Demonstrated experience of consumer directed care.

### Skills Essential

- 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
- An understanding of the Vision, Mission and Values of Uniting and a commitment to the cultural framework that guides our professional and personal relationships
- Self-confident, focused and able to set appropriate personal boundaries
- The ability to raise concerns or issues with other team members or direct supervisor if required, in a timely, positive solution oriented manner
- Motivated, passionate and result-focused.
- Excellent interpersonal and communication skills
- Flexible and adaptable approach, in a fast-paced environment

### Attributes Essential

## 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

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## HCP Case Manager



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: