

Position Description

Title	Home Care Package Case Manager
Business Unit	Community Aged Care
Location	12 Rowan Street, Wangaratta, VIC 3677
Employment type	Full Time Ongoing
Reports to	Team Leader Community Aged Care

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

1. Position purpose

The Home Care Package (HCP) 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 such as Home Care Packages and Housing Support for the Aged Program

2. Scope

Budget: *nil*

People: *nil*

3. Relationships

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Internal

- Senior Manager Community Aged Care
- 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
 - My Aged Care
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4. Key responsibility areas

- Deliver high quality service and positive outcomes for consumers and stakeholders
- Monitor client's budgets and ensure that they comply with program and organisation requirement.
- Support consumers to achieve progress towards documented person-centred and goal directed outcomes
- Undertake reporting requirements as required
- Effective management of feedback in order to initiate resolution of complaints and celebrate successes
- Managing individualised program / consumer budgets, according to written direction from management
- Utilise high level skills, knowledge, relevant work experience and qualifications to provide a high level of customer service
- Work in partnership with consumers as evidence through dated notes, supervision and client feedback.
- Participate, contribute and implement organisational processes in a Consumer Directed Care (CDC) environment in order to achieve the best possible client's outcomes
- Targets set by division are met in HCPs
- 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.

Administration

- 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
- Manage referrals, upgrades and updating client information in the My Aged Care portal
- Enter consumer notes on the Client Information System (CIS)
- Enter direct and indirect client contact statistics on the CIS
- Complete the Aged Care Entry Record in Medicare online
- Maintain accurate and up to date administrative records to meet audit compliance standards as set by funders

Quality and risk

- Adhere to Uniting's practice framework
- HCP consumers are offered a Consumer Directed Care model
- Prepare in-home risk assessment
- Prepare Consumer Information form (including information for emergency)
- Collect and collate feedback from clients
- Make recommendations for improvements in service delivery

People and teams

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- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and raise the profile of Uniting
- Participate in projects/groups as required
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Work according to the Government regulations and guidelines

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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Performance indicators

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

Promotion

- Ensure to use consistent messages when promoting and marketing HCPs
- Share and record market knowledge and competitor information in a timely manner
- Participation in promotional activities

6. Person specification

Qualifications

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

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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
- An understanding of and experience in delivery of person-centred practices and complex case management
- 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

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- List the selection criteria other than qualifications and experience that a candidate will be assessed against in an internal and/or external recruitment process.
- 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

- 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
- The ability to monitor and implement a budget in accordance with program guidelines, including maintaining accurate records of expenditure, contributing to planning and reporting of program activities
- High degree of planning and organizational skill necessary to manage administrative tasks and a busy caseload in the face of competing demands
- 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 using a Client Information System (CIS) and MS Office Powerpoint, Word and Excel

Attributes

- 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 orientated manner
- Motivated, passionate and result focused.
- Excellent interpersonal and communication skills

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- Flexible and adaptable approach, in a fast-paced environment
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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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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

Name:

Signature:

Date: