

## Position Description

<b>Title</b>	Care Manager
<b>Business unit</b>	Carer Services
<b>Location</b>	12 Rowan Street, Wangaratta
<b>Employment type</b>	Full time   Ongoing
<b>Reports to</b>	Manager Carer Support

### 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 Care Manager Carer Support Ageing supports and maintains care relationships between carers and consumers, through providing good quality respite care for frail, older clients aged 65 years and over (or 50 years and over for aboriginal and Torres Strait Islander people), so that regular carers can take a break from their caring responsibilities. Respite care is provided through the following programmes:

The Commonwealth Home Support Programme (CHSP) and the Care Relationships and Carer Support Sub-Programme (CRCS) within the CHSP operate in the Eastern, Northern Metropolitan regions of Melbourne as well as in the Ovens Murray region. The programmes provide planned flexible in-home and out of home centre based respite whilst taking into consideration each client's individual goals, preferences and choices.

### 2. Scope

**Budget:** nil

**People:** nil

## Position Description

### Care Manager

---

### 3. Relationships

#### Internal

- Manager Carer Support
- Carer Services Care Managers
- All other Uniting staff

#### External

- Carers, Consumers and their families
  - Department of Health (DoH)
  - My Aged Care (MAC)
  - Assessment services
  - Other service providers
  - Peak bodies
  - External stakeholders
- 

### 4. Key responsibility areas

#### Service delivery

- Develop individual person-centred goals with SMART goals and outcomes
- Support consumers and carers to achieve or progress towards their goals as evidenced by care plans and progress notes
- Ensure services are accessible to and inclusive of the diverse communities the program/service serves
- Implement continuous quality improvement processes to achieve high performance and optimum consumer outcomes
- Monitor and review documented assessments and care plans in line with the internally developed program's Policy and Procedure
- Ensure individualised support plans reflect the principals of wellness, reablement and consumer choice
- Discuss care plans during supervision and case conferencing
- Manage support, services, and brokerage according to programme guidelines and the Aged Care Home Care Standards requirements
- Manage client feedback according to Uniting's policies and procedures

#### Teamwork

- Demonstrate team collaboration by contributing to individual and team goals
- Identify gaps in the current work processes and make improvement suggestions in the ideas in the Continuous Improvement Plan
- Work according to the Uniting Code of Conduct as substantiated during Supervision meeting and Annual Performance Reviews
- Create and lead a positive working environment by encouraging other staff to contribute to a positive team culture
- Participate in Uniting meetings, working groups and initiatives as asked

#### Networking

- Clear and professional communication with external stakeholders whilst upholding Uniting reputation and values
- Raise the profile of Uniting, and it's programs externally
- Support business growth opportunities by participation in tender and or potential growth areas or projects as required

## Position Description

### Care Manager

#### Program guidelines and targets

- Practice is in accordance with CHSP Program/Operational Manual
- Meet individual and team targets as per program guidelines and grant agreement expectations
- Maintain accurate and up to date administrative records at all times in preparation for internal and external audits
- Actively participate in audits
- Undertake client file audits on a regular basis

#### 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

---

## 5. Performance indicators

- Develop individual person-centred goals with outcomes
- Support consumers and carers to achieve or progress towards their goals as evidenced by care plans and progress notes
- Regularly monitor and review documented consumers individual care plans
- Meet externally and internally set targets
- Discuss consumer care plans during supervision and case conferencing
- Manage support, services and brokerage according to programme guidelines
- Effective management of client feedback according to policies and procedures

---

## 6. Person specification

### Qualifications

- Desirable: Tertiary qualification in social work, health or welfare discipline

### Experience

- Experience working in Aged Care, Carer, or Disability and an understanding of Aged Care Quality Standards
- Coordinating and actively participating in presentations to various target audiences
- Working with consumers with complex and high care needs
- Working within a changing environment and ability to adjust quickly to new processes

## Position Description

### Care Manager

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Adequately and appropriately address the needs and issues of consumers who are frail aged and their carers
- Sound knowledge of community services and supports available for consumers who are frail, aged and their carers. Make or facilitate referrals for older consumers and their carers
- Ability to assist consumers to increase their confidence, capacity, and choices; and in improving their overall well-being
- Excellent planning and organisational skills
- Excellent attention to details skills
- Strong computer skills; Microsoft Office
- Experience in using Procura or other Client Management Systems
- Ability to prioritise and utilise good time management skills
- Assist the Program Manager to report on program activities
- Ability to source innovative, cost effective and creative solutions to meet consumer needs.
- Excellent interpersonal, verbal and written communication skills
- Ability to work autonomously and as a part of a team within the practice boundaries of the position
- Ability to problem solve and resolve conflict situations effectively
- Manage difficult conversations with consumers, carers, internal and external stakeholders.
- Motivated, energetic and results focused
- Able to raise concerns or issues with other team members or direct supervisor if required, in a timely manner and work constructively towards a positive resolution
- Flexible and adaptable in work practice and work environment with the ability to view challenges as an opportunity for personal and professional development
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

#### Other requirements

- Legal eligibility to work in Australia
- Current driver's licence valid in Victoria
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current Working With Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

---

## 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.**

---