

# Position Description

<b>Title</b>	Linkages Case Manager
<b>Business Unit</b>	Disability Services
<b>Location</b>	321 Ferntree Gully Road, Mount Waverley VIC 3149
<b>Employment type</b>	Full Time Ongoing
<b>Reports to</b>	Team Leader

## 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 Linkages Case Manager aims to provide individually tailored case management and supports to consumers and their carers, who have complex support needs, who are aged under 65 years or under 50 years old (if Aboriginal or Torres Strait Islander).

The Linkages case manager develops plans and identifies existing and new service opportunities, to support transitioning eligible consumers to access the NDIS or Aged Care Packages; and advocates for consumers, as required.

## 2. Scope

**Budget:**

*nil*

**People:**

*nil*

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### 3. Relationships

#### Internal

- Linkages Case managers and Aged Care colleagues
- Customer Service Hub
- Team Leader and Manager Support Coordination
- All Uniting Staff

#### External

- Linkages Consumers / families / carers
  - State Department of Health and Human Services (DHHS)
  - National Disability Insurance Agency (NDIA)/ Commonwealth Aged Care services
  - Local Disability and Community Service providers e.g. Health, Education, Justice, Housing
  - Other Service providers and referral partners
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### 4. Key responsibility areas

#### Service delivery

- Using specialist knowledge and a consumer directed approach, develop strategies to support Linkages consumers to identify their needs and develop their complex care plans
- Use initiative to develop effective linkages to other supports and services, that appropriately address the consumers identified support needs and goals
- Develop, plan and identify existing and new services, to support transitioning eligible consumers to access the NDIS or Aged Care Packages
- Achieve KPIs, and maintain a caseload of Linkages consumers, in line with the strategic business plan or individual work plan.
- Create a consumer directed support and implementation plan, that promotes the consumer's health and wellbeing and improves their ability to participant in the community
- Develop trusting, positive, and professional relationships with Consumers and service providers
- Provide information to consumers and represent Uniting in providing advocacy to consumers to access, community services and facilities

#### Community Engagement and Education

- Liaise with carers, families and mainstream service providers, involved in providing care for consumers with complex care needs
- Develop initiatives and plans to best promote awareness of Linkages Support Packages and other related Uniting supports and services.

## Position Description

### Linkages Case Manager

#### Quality and risk:

- Develop budgets for brokerage packages, that ensures that consumers are provided with the necessary support and complies with linkages guidelines
- Operates within relevant legislation, and policies and guidelines
- Liaises regularly with the Customer Service Hub
- Carries out administrative tasks, including maintaining brokerage packages, entering accurate case notes in a timely manner and maintaining files and statistics as directed
- Completes regular progress reports within required timeframes
- Undertakes other duties and functions as directed, commensurate with current level of skills and classification.

#### Teamwork and Development

- Actively participate and engage in team meetings and initiatives within the Linkages team and broader Uniting team
- Contribute to the identification of any continuous improvement opportunities
- Promote and maintain a positive, respectful and enthusiastic work environment
- Prepare and participate in monthly supervision and annual performance review process to support the promotion of collaborative professional development plans, service improvements, training opportunities and individualized support
- Undertake other duties and functions, consistent with current level of skills and classification.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

#### 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.

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## 5. Performance indicators

- Ability to attract and retain Linkages Consumers
  - Ability to use initiatives in identify new services
  - Achievement of Linkages goals
  - Customer satisfaction measures
  - Use of on-line systems to track and record performance data
  - Other key measures developed by Uniting, or other key stakeholders.
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## 6. Person specification

### Qualifications

- Tertiary qualifications in Health and Community Services (Social Work, Psychology, Occupational Therapist).

### Experience

- Demonstrated understanding of the impacts of the Aging process, and the impacts of a disability on a young person including the episodic nature of some disabilities (e.g. mental illness, physical or other neurological conditions)
- Demonstrated understanding of case manager practices
- Knowledge and understanding of HACC services and guidelines
- Knowledge of relevant service providers across mainstream and other community service sectors, including aged care, mental health and disability providers

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.

#### ***Communication and Interpersonal Skills***

- Excellent written and oral communication skills
- Demonstrated ability to empathise with people with a disability and their families/ carers.

#### ***Monitor Performance***

- Demonstrated ability and willingness to work in a competitive market environment where required to meet targets
- Demonstrated ability to respond and adapt to competing priorities
- Demonstrated ability to prioritise duties and work with limited direction.

#### ***Technical Skills***

- Knowledge of MS Word, Excel and other online client reporting systems

### Other Requirements

- Current Working with Children Check.
  - Current Victorian driver's licence.
  - An understanding of the terms of the Disability Workers Exclusion Scheme and agreement to participate in the scheme.
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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

## Position Description

### Linkages Case Manager

Children Check 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.**

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## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: