

Position Description

Title	Senior Care Manager
Business Unit	Carer Services
Location	321 Ferntree Gully Road, Mt Waverley, VIC 3149
Employment type	Full Time
Reports to	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 Senior Care Manager reports to the Manager Carer Support, and provides supervision for team members, coordinates intake and allocation and undertakes case management. This position 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.

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2. Scope

Budget:

NIL

People:

- 4 Care Managers
-

3. Relationships

Internal

List key internal relationships that this position has primary and regular day to interaction with

- 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

Briefly outline the primary responsibilities of this position in bullet points, (keep it brief but ensure you list all key areas of responsibility) – group under headings in order of importance – see examples below:

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.

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Program Guidelines and targets

- Practice is in accordance with CHSP Program/Operational Manual.
- Meet individual and team targets as per program guidelines & 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

Quality and risk

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

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- 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.

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.

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5. 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

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values. [\(this is mandatory in all position descriptions\)](#)
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect. [\(this is mandatory in all Uniting position descriptions for those working with children/young people\)](#)
- List the selection criteria other than qualifications and experience that a candidate will be assessed against in an internal and/or external recruitment process.
- Group in key areas with headings in order of importance (e.g. Project management: proven capability to scope, plan, manage and deliver complex information technology software development projects).
- These are normally core technical and or professional/leadership (soft skills) capabilities (within a capability framework if inexistence), areas of knowledge or practice that the incumbent must regularly call upon, or other key success factors for this position

6. 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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: