

## POSITION DESCRIPTION

---

<b>Position Title:</b>	After Hours On-Call Case Manager
<b>Reports to:</b>	General Manager Home Support
<b>Supervising:</b>	After Hours Care and Support Workers
<b>Liaises with:</b>	Program Managers, Care and Support Workers, Administration Staff, Clients and External Service Providers
<b>Location:</b>	Flexible on the proviso that there is internet and phone access
<b>Classification:</b>	As per the On-Call provisions of the Wintringham EBA
<b>Hours:</b>	Fixed Term Part Time
<b>Equipment:</b>	A mobile phone and laptop computer with Wintringham network capability will be provided

### **About Wintringham**

Wintringham provides affordable and high quality housing, support, aged care services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for elderly people, respecting their individuality, whilst working to achieve equality and social justice.

### **Position Summary**

The After Hours On-Call Case Manager will provide a central contact for all Wintringham clients living in the community.

This is a state-wide phone support service.

### **Responsibilities/Duties**

- Ensure that all community clients are able to access telephone support after hours:
  - between 5pm and 9am Monday to Friday;



- between 5pm Friday and 9am Monday and from 5pm of the last working day before any Public Holiday/s to 8am on the next working day following any Public Holiday/s)
- Ensure that all phone calls received on the after hours telephone will be answered in a timely manner (within 15 minutes)
- Utilise a risk management approach when addressing each individual request.
- Ensure all contacts to the after hours service is documented in the After Hours Call Log and entered under the relevant client in GoldCare
- Ensure the relevant On Call Regional Manager – Community Services, is advised if a client's safety may be at risk, or if a critical event has occurred
- Understand the escalation process and is ready to escalate when assessment of the incident or event requires EMT or CEO involvement
- Understand and continue supporting the use of current processes in place for the After Hours service
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality system
- Understand your responsibilities in relation to your role as defined in the relevant policies and procedures
- Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise.

## After Hours Staff

- Ensure that Care and Support Workers who are rostered for work on weekends have reported that they have commenced and completed their shifts
- Manage arrangements for the after hours staff roster to be filled, in the event of staff who call in sick
- Have access to an After Hours roster and staff availability to manage staffing.

## Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

## Key Selection Criteria

### **Skills/Experience:**

#### **Essential**

- Demonstrated experience in assessment and case management. Preference will be given to Community Case Managers who are currently employed by Wintringham
- Previous experience in HCP Case Management



- Knowledge of issues associated with ageing
- An understanding of issues associated with aged homelessness.

**Qualifications:**

**Desirable**

- An approved tertiary qualification in Social Work, Nursing, Allied Health or Welfare.

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

**Wintringham is an equal opportunity employer.**

***I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.***

EMPLOYEE'S NAME \_\_\_\_\_

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

