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| **Position title:** | CHSP Allied Health Case Manager – Practice Lead |
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| **Reports to:** | Housing and Homelessness Support (HHS) Site Coordinator Delahey |
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| **Supervising:** | Case Managers |
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| **Liaises with:** | Wintringham Staff and Management  External Community and Health Services |
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| **Location:** | Delahey  5 Kayak Close  Delahey VIC 3037 |
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| **Classification:** | Wintringham Collective Agreement |
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| **Hours:** | Full time |

**About Wintringham**

Wintringham provides affordable and high-quality housing, support, aged care services, NDIS 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 older people, respecting their individuality, whilst working to achieve equality and social justice.

**Position Summary**

The Practice Lead role will provide leadership support to a small Commonwealth Home Support Program (CHSP) Allied Health multi-disciplinary team. This position will work collaboratively with the other Case Managers and teams to ensure a collaborative team culture is maintained. The role will overview a small case load of clients through the CHSP program and will also be required at times to support residents who live on site.

The CHSP Allied Health Case Manager – Practice Lead role engages with older people in the community who are disadvantaged, may be experiencing homelessness or at risk of homelessness across Western Metropolitan Melbourne (Western Aged Care Planning Region).

The role will provide allied health interventions and therapeutic services focussing on restoring, improving, or maintaining older people’s independent functioning and wellbeing to remain living in their community.

The position will also have an advocacy and linkages focus, assisting older people to engage in clinical and social supports via comprehensive assessment, emotional support, service coordination, and referral.

The CHSP Allied Health Case Manager will assist older people to regain or maintain physical, functional, and cognitive abilities to maintain a level of independence. The services provided will include some diversional and preventative therapies that will operate as complementary supports.

The Case Manager – Practice Lead will be based at Wintringham housing sites and will also outreach into the western community.

The Case Manager will work with frail older people who have prematurely aged 50 years and over (45 years and over for Aboriginal and Torres Strait Islander people) who are either:

* Experiencing homelessness or at risk of homelessness
* Have language or cultural barriers
* Identify as LGBTIQA+
* Financially and socially disadvantaged
* Require assistance to live independently.

This position will work collaboratively with other staff and teams to ensure a shared, cooperative team culture is maintained and that service delivery practices are consistent with Wintringham's philosophy, values, and mission.

**Responsibilities/Duties**

* Undertake assertive outreach to find and connect with marginalized clients, including visiting people in their own homes or other informal locations
* Provide in reach services to clients living in Wintringham housing in the Western Metropolitan Melbourne area
* Conduct initial assessments of client need to establish a baseline from which progress or maintenance of function can be evaluated
* Complete a comprehensive assessment documenting achievement or progress made against identified client goals for each client
* Develop appropriate individually tailored recovery-focused case plans with clients that are responsive to their needs and goals, and incorporate their strengths.
* Support clients to navigate My Aged Care and other services systems to ensure they have access to the services they are entitled to
* Support the emotional and practical aspects of adjustment to illness, diagnosis, grief, loss or other lifestyle changes informed by ageing
* Network with public hospitals, Primary Health Care services, ACAS, RAS and other “first to know” services where older people with co-occurring social and health care needs may be identified
* Contribute to the development, delivery, monitoring, documenting and review of planned activity group-based projects and activities
* Provide secondary consultation and capacity building within and across teams in Wintringham
* Respond to client feedback and complaints in line with Wintringham policy and procedures
* Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham’s quality systems
* Ensure duty of care to both clients and staff is adhered to at all times
* Ensure privacy and confidentiality is adhered to at all times
* Understand and adhere to Wintringham’s Code of Conduct.

**Leadership and Support**

* Effectively supervise a multidisciplinary team, including providing support to the housing worker.
* Provide a key leadership and practice support role that guides and develops the program through a range of innovative and creative plans and strategies
* Provide mentoring and support to the CHSP Allied Health Team and the housing support worker.
* Respond to and manage issues and incidents on-site ensuring information is shared with the Coordinator
* Ensure the teams are aware of and comply with organisational policies and procedures
* Ensure recruitment of individuals who have the right cultural fit and ability to work in line with cultural change and facilitate retention of key talent
* Participate in and provide regular practice guidance to the team
* Participate in and support annual performance appraisals.

**Finance and Administration**

* Document and monitor income and expenditure against budget expectations
* Ensure all documentation required by departments and funders are completed and submitted in a timely manner, including critical incident reports.

**Other**

* Actively participate in team meetings and take an active role in practice development across the portfolio
* Pursue relevant ongoing development to enhance knowledge of contemporary practices
* Understand the role as it pertains to its funding requirements and responsibilities as attached to the funding model
* Other duties as directed.

**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 understanding of, and an ability to provide a high level of case management and Social Work/Occupational Therapy response, including the ability to access and integrate specialist supports as required
* Experience in a Case Management role with experience in Aged Care, Homelessness, Disability, Health, Mental Health or Family Violence
* Demonstrated understanding of the Aged Care (My Aged Care), Housing and Homelessness, NDIS and other relevant service systems
* An understanding of ageing needs including unique experiences based on lived experiences, values and culture
* Demonstrated experience providing case coordination across a range of service providers and maintaining professional relationships
* Commitment to Wintringham’s philosophy of social justice
* Knowledge of and commitment to Commonwealth and State Government policies, standards and compliance requirements
* Well-developed communications skills and the ability to engage with people from varying backgrounds.

**Desirable**

* Suitably trained in undertaking Family Violence risk assessments and developing safety plans (MARAM).

**Qualifications:**

**Essential**

* A tertiary qualification in Social Work, Occupational Therapy (Level 3) or a related Allied Health discipline.
* Meet the registration requirements of relevant discipline.
* First Aid Level 2.
* Current Driver’s Licence.

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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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