

POSITION DESCRIPTION

Position Title:	Case Manager - Home Care Packages (Level 1-4)
Reports to:	Regional Manager Community Services (RMCS)
Supervising:	Care and Support Workers
Liaises with:	Wintringham Staff and Management Aged Care Assessment Service/Team (ACAS/T) External Community and Health Services
Location:	Western Office - 97 Charles Street, Seddon 3011 Southern Office - 372 South Road, Moorabbin 3189 Northern Office - 310 Mt Alexander Road, Ascot Vale 3032 Southeast Office - Unit 22, 31 Fiveways Blvd, Keysborough 3173 Outer North Office - 61 Riggall Street, Broadmeadows 3047 Hume Office - 1/29 Wyndham Street, Shepparton 3630 Barwon Office - 35/3 Cranwell Court, Highton 3216 Grampians Office - 606 Sturt Street, Ballarat VIC 3350 Southern Tas Office – 18 Wentworth Street, Bellerive 7018
Classification:	Wintringham EBA
Hours:	Full Time / Part Time / Casual / Locum

About Wintringham

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

Position Summary

The objectives of the position are to:

- Assist clients living at home to remain living independently in the community
- Assist clients to maintain the lifestyles of their choice
- Address issues of social isolation by enhancing client lifestyle and recreation opportunities

- Assist clients to maintain or improve their accommodation and relevant supports at home to prevent premature entry to residential aged care
- Work with an allocated and approved budget to ensure clients' needs are met
- Work in accordance with Department of Health and Aged Care guidelines to ensure only approved items are purchased
- Case manage a mixed case load of low and high care clients
- Assist clients in the community to access all relevant community supports and resources they may require via case management support
- Work in partnership with clients to achieve mutually agreed outcomes.

It is expected that staff will modify their approach to suit the needs of the individual and maintain a harmonious relationship with clients whenever possible. It is vital that Case Managers demonstrate the ability to retain all clients within their agreed caseload.

Responsibilities/Duties

- Undertake initial assessment of new client needs ensuring all client care needs considered and addressed
- Ensure ongoing and timely re-assessments are undertaken when client care needs change, or on a 3-6 monthly basis, depending on Package level
- Have a solid understanding of the Case Management framework and ability to apply this to the role
- Work within a wellness and reablement approach to assist clients to reach their goals and maximise their independence and autonomy
- Plan and manage care and services to provide clients with choice and flexibility in the supports they access
- Provide emotional support to clients
- Be a strong advocate on behalf of clients
- Assist clients to maintain and/or improve their health and wellbeing
- Understand and plan for appropriate transfers and exits, as the client declines
- Develop client Care Plans in consultation with clients and/or their representatives
- Ensure client Care Plans are implemented
- Monitor and review client needs and effectiveness of Care Plan
- Participate in care reviews with relevant stakeholders
- Consult and work with the Clinical Care Team for higher level clients with clinical needs
- Maintain accurate records of client's assessment, care plan and services provided
- Effectively manage services provided within budgetary constraints.
- Maintain and implement extensive knowledge of services/resources available within the community
- Maintain and implement awareness of health and safety issues and appropriate action to be taken
- Attend relevant combined service meetings and staff training as required
- Participate in regular supervision with the Program Manager as mutually agreed
- Ensure client confidentiality is maintained at all times
- Understanding and adherence to Wintringham's Code of Conduct

- Provide medication assistance and/or support client self-administration and complete medication documentation if required (where qualified to do so)
- Ensure all reporting required by the Department of Health and Aged Care's Serious Incident Response Scheme (SIRS) is adhered to at all times
- Perform other duties as directed by the Program Manager from time to time

Care and Support Workers/Students

- Informally provide ongoing supervision, support and direction to relevant direct care staff/brokered staff to ensure acceptable standards of service delivery
- Where required, provide opportunities for student placement and provide supervision of students as part of a commitment to professional development

Quality

- Ensure all documentation is of a high professional standard and is produced and maintained according to the guidelines
- Be aware of relevant acts, legislative standards and guidelines
- Pursue relevant ongoing development in order to enhance knowledge of contemporary practices and broaden professional understanding of own responsibilities
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality systems
- Understanding responsibilities in relation to the 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.

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 and the Work Health and Safety Act 2012 (Tas).

Key Selection Criteria

Skills/Experience:

Essential

- A commitment to social justice
- Ability to work as part of a team
- A non-judgemental approach

- Knowledge of issues facing older homeless people whom may have a physical and/or mental disability
- Ability to work and gain the cooperation of clients, service providers and staff
- Ability to liaise, discuss and resolve issues relating to clients and service providers
- Good communication skills both written and oral
- Knowledge and understanding of My Aged Care, ACAS, NDIS, the homelessness service sector, and other relevant service systems
- Experience working in the homelessness, aged care, disability and/or community services sector
- Skills in assessing clients care, support and health needs
- Ability to advocate on behalf of clients for access to appropriate services
- Ability to encourage and motivate older people
- Ability to work autonomously, use initiative and be self-motivated
- Ability to work as part of a team
- Experience in Microsoft office
- Ability to use relevant client management system for records and incidents.

Desirable

- Knowledge of Aged Care Quality Standards
- Knowledge of the Aged Care Quality and Safety Commission
- Demonstrated experience in assessment and case management
- An understanding of issues associated with aged homelessness

Qualifications:

Essential

- A tertiary qualification in Nursing, Social Work, Welfare, Community Services or a related discipline
- First Aid Certificate – Level 2
- Current Driver's Licence and reliable vehicle (suitable for transporting clients).

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 _____