

POSITION DESCRIPTION

Position Title:	Case Manager (pre Package Allocation)
Reports To:	Community Housing & Support Manager
Supervising:	N/A
Liaises with:	Housing and Outreach Team, Finance department, other Wintringham staff and clients approved for an HCP but waiting for a package allocation.
Location:	South Eastern Office 22/31 Fiveways B'Vard, Keysborough
Classification:	Wintringham EBA
Hours:	Full Time – Fixed Term (ending 30/06/2022)

Program Description:

The program aims to reduce the reliance of vulnerable older persons (as defined below) on emergency services, facilitate shorter hospital admission times, reduce engagement with crisis services and, through long term Case Management, offer the ability to remain safely in the community, to maximize support through established methods of long term service provision and to avoid inappropriate admission to residential care.

The program targets those aged 50+ years who:

- Have only the pension as income;
- Do not own their own home;
- Have no social network supports;
- Have a current or past history of homeless, is at imminent risk of homelessness and/or has a past history of incarceration;
- Have reduced levels of executive functioning usually linked to an Acquired Brain Injury / Alcohol Related Dementia.

The objectives of this position are to:

- Locate, respond to referrals and work with people who have been assessed as eligible for a home care package but are waiting an allocation and assist them to find and implement basis CHSP and other community services on an ongoing basis;
- Provide a point of contact for people who are struggling to maintain available service provision;
- Ensure clients obtain access to additional health, welfare and home care services by providing referrals and case management assistance.



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- Enhance the social contact of isolated clients by providing social support or linking and referring them into social and recreational activities.
- Maintain the independence of residents who are financially disadvantaged and socially isolated.
- Preventing the premature admission of residents into residential care.
- Identify gaps in current service provision and make recommendations for future programs which could be developed by Wintringham or the local community.
- Treating all clients with dignity and respect and uphold the fundamental principles of “Options Rights Dignity” which underpins all of Wintringham’s work.

Wintringham staff must work in partnership with clients and residents 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 and residents whenever possible.

Responsibilities/Duties:

- Providing immediate, flexible and practical assistance to help overcome pressing needs or crises being experienced by client.
- Assessment of clients, taking into account their history, circumstances and preferences. To be flexible in responding to the clients needs and identify appropriate solutions in consultation with the client.
- To coordinate the referral and ongoing maintenance of support services available to the client, including but not limited to, CHSP services and GP referrals.
- Provide information to clients about available services, including an explanation of all fees charged by services they may be referred to.
- To encourage and support the client group to make decisions regarding their use of services and to manage their own health and welfare needs.
- To develop effective working relationships with other key service providers most notably the relevant regional Aged Care Assessment Services, Regional Assessment Service and other Health and Community services.
- Assist in enhancing responsiveness of local service providers to the needs of the target group and the achievement of sustainable improvements in the quality of service delivery.
- To ensure confidentiality is maintained at all times.
- Ensure service provision is of a high standard, relevant to a client’s assessed needs and culturally and gender sensitive.
- Pursue any complaint about services without retribution.
- To keep statistics and data as required.
- To meet with the Community Housing and Support Program Manager for Supervision on a regular basis.
- Participate in staff meetings as required.



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- To perform other duties as directed by the Manager from time to time.
- To be aware of relevant legislative standards and guidelines.
- To proactively assist with the maintenance of Wintringham's Quality Improvement System and to accept responsibilities as defined in the relevant policies and procedures.
- To pursue relevant on-going professional development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.

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.

Qualifications:

Mandatory

- First Aid Certificate Level 2.
- Current drivers licence.
- An approved tertiary qualification in Social Work, Social Sciences or Welfare.

Skills/Experience:

Essential

- A commitment to social justice.
- Commitment to older, homeless people.
- Outreach skills including the ability to locate and establish rapport with both socially isolated people and people with challenging behaviours.
- An understanding of the principles of duty of care and privacy, and the ability to implement these principles in day to day practice with clients.
- Ability to implement systems that will underpin key tasks, particularly those related to case management and data collection.
- Skills in Assessment and Case Management.
- Skills in crisis response.
- Flexibility and a willingness to provide practical assistance to clients.



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- Effective networking skills - ability to strategically work with and influence local service systems to improve responsiveness to the client group.
- Awareness of and respect for difference in cultural backgrounds and value systems of the clients.
- Excellent written and verbal skills.
- Ability to undertake administrative tasks including computer work, filing, case notes and client records.

Desirable

- Information and referral skills and a knowledge of the aged care, housing, community health and homeless service systems.
- Knowledge of issues associated with ageing.
- Ability to work with people with complex needs including alcohol and drug dependence, psychiatric disability and acquired brain injury.
- Knowledge and experience of housing services in Victoria including Public Housing and Transitional Housing Management.
- Knowledge and experience with the Office of Housing Segmented Waiting List System.
- An understanding of the current VCAT/Residential Tenancies Act 1997.
- Demonstrated experience in program development & data collection.
- Ability to work independently and manage, plan and organise one's own work.
- Ability to work as part of a team.

Appointment is subject to a satisfactory police records 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 _____

