

POSITION DESCRIPTION

Case Manager

Program:	Sacred Heart Local
Reports to:	Program Manager
Supervises:	Nil
Date of Last Review:	February 2023
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services.

Sacred Heart Mission's Client Services Division is made up of two areas; Service Hubs and Individualised Planned Support, and Ongoing Support. Our Ongoing Support area includes Sacred Heart Community (residential care facility), Sacred Heart Local (Home Care services) and the Rooming House Plus Program (residential and case management). These programs are specifically targeted at people who are homeless, at risk of homelessness and /or socially disadvantaged.

Sacred Heart Local (SHL) is an in-home support program delivering services specifically tailored for people who are homeless, at risk of homelessness and /or socially disadvantaged. SHL deliver accessible, responsive, evidence informed and innovative services with this client group in the community to safely maintain their familiar environment for as long as possible, and foster independence where possible.

SHL provides support primarily via two different programs; Commonwealth Home Support Program and Home Care Packages. The incumbent will work within the Home Care Package (HCP) Program, and will provide high quality case management to SHL clients.

CASE MANAGER	Document Status:	Final	Page:	Page 1 of 4
	Date Updated:	February 2023	Author:	Manager, Sacred Heart Local
	Review Date:	February 2024	Owner:	People and Culture

PURPOSE OF THE POSITION

The Case Manager will ensure Sacred Heart Local provides high quality, effective and caring service to care recipients in accordance with SHM's values and legislative and funding requirements. Case Managers provide support and coordinate HCP client's care to ensure their needs are met within the guidelines. The Case Manager will liaise with service providers, nursing, medical and other allied health professionals, and also negotiate with legal and advocate groups to ensure client's rights are protected.

KEY RESPONSIBILITIES

Accountability	Major Activities
HCP Coordination	<ul style="list-style-type: none">▪ Ensure Sacred Heart Local operates in accordance with SHM's Vision, Mission & Values statement and with funding and legislative requirements▪ Ensure services are delivered to clients using social inclusion and trauma informed principles▪ Contribute to the implementation of continuous quality improvement initiatives at Sacred Heart Local▪ Ensure compliance with the relevant guidelines for the HCP program▪ Maintain client documentation and electronic files▪ Participate in the client intake processes▪ Participate in the on-call roster▪ Undertake duties as required.
Client Support	<ul style="list-style-type: none">▪ Serve as the main contact person and advocate for your clients in identification of goals and development of Care Plan▪ In collaboration with the client and/or relevant parties, develop a goal directed care plan, structure services, provide support and monitor services to ensure best practice▪ Be responsive to client's assessed needs and choices whilst operating within budget▪ Utilise creative solutions that deliver goal-oriented client outcomes▪ Ensure that the services meet all relevant funding agreement, legal standards and requirements.▪ Maintain relevant documentation of assessments, goals, care plans, budgets, reviews and referrals

CASE MANAGER	Document Status:	Final	Page:	Page 2 of 4
	Date Updated:	February 2023	Author:	Manager, Sacred Heart Local
	Review Date:	February 2024	Owner:	People and Culture

	<ul style="list-style-type: none"> ▪ Ensure clients plans do not exceed budget allocations ▪ Liaise with referring agencies, ACAS, local health provider and community services
Staff Support	<ul style="list-style-type: none"> ▪ Provide regular, high quality professional updates to support staff on allocated clients
Relationship Management	<ul style="list-style-type: none"> ▪ Foster and develop positive relationships with internal stakeholders, particularly SHM Community and partnership agencies providing services to SHM Local clients. ▪ Foster and develop positive relationships with local services and agencies. ▪ Participate in SHL team and SHM committee meetings as required.
Professional Development	<ul style="list-style-type: none"> ▪ Attend and participate in regular supervision sessions ▪ Undertake all mandatory and core training in a timely manner ▪ Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are responsible for taking reasonable care of their own health and safety and others in the workplace and are required to comply with relevant policies, procedures, and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and are responsible for implementing and monitoring CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver's license to drive in Australia
- Current First Aid and CPR Certificates
- Current COVID-19 vaccination certificate

CASE MANAGER	Document Status:	Final	Page:	Page 3 of 4
	Date Updated:	February 2023	Author:	Manager, Sacred Heart Local
	Review Date:	February 2024	Owner:	People and Culture

QUALIFICATIONS

- Appropriate tertiary degree level qualification, minimum level Diploma, relevant to the delivery of community services - social work, welfare, community development, medical/ nursing and/or social sciences

KEY SELECTION CRITERIA

- Relevant experience in the planning, coordination and delivery of HCP services
- Significant care management skills, assessment, care planning and coordination and conflict management
- Demonstrated experience in budget monitoring
- Ability to show leadership and initiative
- Advanced communication and negotiation skills
- Excellent organisational and time management skills
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts
- Ability to participate, collaborate and work constructively within a team, as well as show initiative and sound personal judgement when working alone.

VISION, MISSION AND VALUES

Our vision is of an inclusive, fair, and compassionate community, which enables people to overcome disadvantage and realise their full potential. Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion. Our Values are

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

CASE MANAGER	Document Status:	Final	Page:	Page 4 of 4
	Date Updated:	February 2023	Author:	Manager, Sacred Heart Local
	Review Date:	February 2024	Owner:	People and Culture