

## POSITION DESCRIPTION

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<b>Position Title:</b>	Pre Home Care Package Case Manager, Tasmania
<b>Reports To:</b>	Housing and Homelessness Coordinator, Tasmania
<b>Supervising:</b>	N/A
<b>Liaises With:</b>	Wintringham staff, External Service Providers and Outreach Clients
<b>Location:</b>	Wirksworth House 18 Wentworth St Bellerive, Tasmania
<b>Classification:</b>	Wintringham EBA
<b>Hours:</b>	Full Time

### **Program Description:**

Wintringham is a welfare company that has been established to provide accommodation, care and support services to aged men and women, the majority of whom have a background of social and financial disadvantage.

This role will predominantly provide short term Case Management to frail older people over 50 years of age who reside in the Southern region of Tasmania and are waiting on Commonwealth Aged Care services.

This position will work collaboratively with the other support workers and teams to ensure a collaborative team culture is maintained. The position will also ensure that service delivery practices are consistent with Wintringham's philosophy, values and mission.

### **Objectives of the position are to:**

Work closely with the Aged Care Assessment Services to provide support and Case Management while vulnerable clients are awaiting an assignment of a Commonwealth Home Care Package. Clients will require assistance to obtain access to additional health, welfare and home care services through referrals and case management.

The role will also assist clients to navigate their offer of Home Care, when available, to ensure they select a suitable provider, and do not miss their Home Care Package allocation.



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### **Responsibility Duties:**

- Ability to locate and establish rapport with homeless, socially isolated people and people with challenging behaviours.
- Provide immediate, flexible and practical assistance to help overcome pressing needs or crises experienced by the client.
- Consult and provide information about the range of services to targeted diverse communities and the individuals within them
- Provide short-term, episodic support to clients who need services at key stages of their care pathway
- Use strategies to empower and build the confidence of clients and their carers to access and use services
- Work collaboratively with service providers such as Home Care Services, Nursing Services, Housing Services, Aged Care Assessment Services and other Health and Community services to facilitate improved access to services and support for people with diverse needs.
- Assessment of clients, taking into account their history, circumstances and preferences.
- Provide information to clients about available services, including an explanation of all fees charged
- To keep statistics and data as required.
- You will be aware of relevant legislative standards and guidelines.
- Assist with the maintenance of the quality management system and to accept responsibilities as defined in the relevant policies and procedures.
- Practice open communication and pro-actively participate in problem solving where issues or areas of disagreement arise, as per the Open Communication Policy
- Review client file documentation across program areas to ensure the timely and accurate recording of information and monitor service delivery for quality.
- Respond to client feedback and complaints in line with Wintringham policy and procedures.
- Ensure our duty of care to both clients and staff is adhered to at all times.
- Ensure privacy and confidentiality is adhered to at all times.
- Promote a non-institutional philosophy within the programs by recognising and promoting the rights of Wintringham clients.

### **Other**

- Actively participate in team meetings and take an active role in practice development across the portfolio.
- Pursue relevant on-going development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
- Duties as directed.



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### **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 and Experience:**

##### **Essential**

- Experience in case management or case coordination with older people
- Understanding of premature ageing associated with older homeless people
- Proven commitment to excellence, accountability and innovation in best practice service delivery in the fields of homelessness and housing support.
- Knowledge of Commonwealth and State Government policies, standards and compliance requirements.
- Knowledge of and commitment to Continuous Quality Improvement.
- Commitment to the organisation and its philosophy of social justice.
- Well-developed communications skills and the ability to engage with people from varying backgrounds.
- An understanding of the housing and homelessness service sector, My Aged Care, NDIS and other relevant service systems.

### **Qualifications:**

##### **Essential**

- An approved tertiary qualification in Social Work, Allied Health or relevant qualification.
- Current Drivers License



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- First Aid Certificate 2.

### **Desirable**

- Specific training in working with people requiring Family Violence, AOD or Mental Health services and supports
- Training in Aged Care and principles of Case Management

*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 \_\_\_\_\_

