# Position Description

# Client Care Manager – Home Care Packages Program (HCPP)

**Vision Australia, supporting people who are blind or have low vision to live the life they choose.**

## Purpose of Position

A Client Care Manager will engage and facilitate the client’s ability to identify goals that will ensure their safety& wellbeing while living at home. The Client Care Manager will ensure optimum access to services and community supports for clients to live the life they choose with the support of a government funded Home Care Package. An experienced Client Care Manager in Home Care Packages understands the importance of connecting clients to the right services, supports and Allied Health professionals.

## The Client Care Manager will use a person centred, strength-based approach that encourages consumer directed care. This involves working with the client to develop and implement a solid care plan and in home services budget, make referrals to internal and external services; monitor, advocate for and review service goals as identified by the client. The Client Care Manager is a key support for clients, their carers and families who can be relied upon to ensure successful outcomes for client goals.

## Context

Vision Australia exists to support people by providing services to more than 32,000 clients from 28 Vision Australia sites in NSW, ACT, Queensland and Victoria and 29 clinics as well as outreach services to the Northern Territory and Tasmania. Who are blind or have low vision to live the life they choose.

Vision Australia’s Home Care Packages exist to support people who are over 65 and wish to stay in their own home with staff who have specialised skills in Blindness and Low Vision.

## Principal Responsibilities

* Uses a person centred consumer directed approach to care, strength-based service approach, plan, develop and coordinate services for the client through the intake assessment process and liaise with internal and external services to achieve the desired outcomes for clients
* Develop, review and monitor Care Plans using SMART goal Methodology and in consultation with clients on an ongoing basis. Ensure that these are clearly documented in the Care Plan.
* Provides advice, support, assistance and advocacy as requested by the client, carers and families;
* Act as the Primary Service Provider to direct the coordination and provision of services or clients and families and liaise with all service providers to achieve desired outcomes for clients;
* Identify, develop and review key home care package information and resources;
* Develop and maintain internal and external networks;
* Monitor and maintain accurate, up to date client records in accordance with professional standards, Aged Care Act, Quality Standards, Home Care Package Guidelines &Vision Australia policy and procedures and other relevant legislation including the Disability Act.
* Undertake continuous professional development including keeping up to date with new research, maintain current knowledge re the HCPP and maintaining skills & knowledge level;
* Other duties as required by the Program Manager;
* Maintain asafe workplace by ensuring staff, volunteers and clients receive adequate information, training and instruction on WHS. Provide adequate supervision to all persons on Vision Australia sites and events and ensure all safety issues are reported and addressed.
* To be accountable for ensuring outcomes for client requests in a timely manner where achievable.
* To ensure advances skills in supporting people with blindness and low vision.
* Works to the standards outlined in Vision Australia’s Policies and Procedures.
* Working on a rotating roster for After Hours support

## Key Performance Indicators

Key performance indicators will be clearly defined through the performance planning process.

## Essential Job Competencies

* Degree in relevant Social Welfare/Case Management or equivalent,with a minimum of 2 years’ recent experience in Home Care Packages.
* Knowledge and skills in working with older adults, their carers and families.
* Demonstrated experience in providing client support and case management services.
* Strong care planning skills including sound time management skills.
* Solid understanding of SMART Goals
* Excellent ability to manage client budgets in accordance with the clients assigned package level
* Well-developed analytical and problem solving skills.
* Ability to work as part of a team and independently as required.
* Well-developed skills in establishing and building positive working relationships at all levels.
* Excellent interpersonal and written communication skills.
* Computer literacy skills in Microsoft applications, the internet, client management and finance systems.
* Empathy and emotional maturity.
* Ability to adapt to changes in the work environment, Intake duties as required
* Ability to assess home environment for client safety
* An understanding of the impact of blindness and low vision (desirable).
* Experience working with families from culturally and linguistically diverse backgrounds (desirable).
* Full Drivers Licence

## Organizational Values

The expectation that we set is that our workforce understands and models our values and behaviours in everything they do 100% of the time;

* Person-Centred - We measure our success in terms of outcomes for our clients;
* Accountable - We hold ourselves responsible for what we do and don’t do;
* Collaborative - We work well together and with others to deliver the best possible outcomes;
* Commercially Focussed - We work efficiently and responsibly to sustain and grow our services and influence;
* Agile - We will adapt, learn and innovate to have a positive impact in a changing environment.

## Vision Australia environment

Vision Australia prides itself on offering flexible working arrangements.

Many Vision Australia employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.

Employment is subject to the Organisation receiving a National Police Record Check and if relevant, a Working with Children Check or QLD Blue Card or Vulnerable Persons (ACT) check.

## Role Scope

**Reports to: HCP Program Manager**

Direct Report Staff: 0

In-Direct Report Staff: 0

## Review of Job Description

This job description will be reviewed in line with the performance planning and appraisal process.

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