

Enrolled Nurse CASE MANAGER – Home & Community Services

POSITION DETAILS:

Position Title:	Case Manager - Nurse (EN)	Reports To:	Deputy Executive of Integrated Services
Department/Division:	Home & Community Services	Direct Reports:	Nil

POSITION SUMMARY:

To provide a high standard of case management, clinical care and to engage with the client for the purposes of assessing, planning and implementing a range of holistic support and home care services designed to optimise health and wellbeing.

KEY RESPONSIBILITIES:

Regulatory Compliance and Continuous Improvement ensure work practices are continually improved and comply with the Aged Care Standards and Aged Care Act by:

- Reporting and documenting all issues/concerns/matters in accordance with Southern Cross Care organisational policies and procedures
- Ensuring all documentation is maintained in accordance with Southern Cross Care (Tas.) Inc. procedures
- Ensure the organisation meets the requirements of the Aged Care Quality Standards and its contractual obligations with the department
- Assist with the continual review of the organisation's Single Quality Framework Self-Assessment tool
- Assist with the organisation's Continuous Improvement Plan
- Participate in internal audits

Communications and Relationships Maintain good care recipient and family relationships by:

- Taking into account cultural and religious preferences when interacting and assisting with clients and their families
- Engaging with clients, families, advocates, colleagues, supervisors and other key stakeholders in a respectful, friendly, positive and cooperative manner
- Maintaining client confidentiality in accordance with Southern Cross Care (Tas.) Inc. policies.
- Working collaboratively as a member of a team to support the interests of clients
- Discussing client and/or family complaints with direct supervisor in a timely manner
- Disclosing promptly to direct supervisor any personal relationships that may conflict with Southern Cross Care (Tas.) Inc. Code of Conduct and/or Professional Boundaries Guidelines
- Complete relevant and necessary referrals for increases in service provision for clients
- Assist clients to navigate the My Aged Care system providing support to contact MAC
- Provide ongoing service connection with clients to ensure Southern Cross Care is the provider of choice for clients

Professional Conduct and Development Aspire to achieve a standard of excellence by:

- Ensuring work practices, behaviour and interactions and consistent with the mission and philosophy of Southern Cross Care (Tas) Inc
- Displaying respect, empathy and understanding towards care recipients and their families at all times
- Organising time and workload to maximise productivity and service delivery within a specified time frame
- Ensuring continual personal self and professional development to maintain current workplace best practice knowledge and skills
- Attending relevant education and training programs
- Actively participating in the performance appraisal process

KEY PERFORMANCE INDICATORS:

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- Ability to manage a diverse caseload of Home Care Clients with dignity and respect
- Complete initial assessments for Home Care Package clients and complete the admission procedure
- In partnership with the client, complete support reviews to ensure effective review of services and progress towards agreed goals as well as ongoing monitoring of Home Care Package budgets
- Ensure clients receive quality, best practice support in accordance with individual needs, including the introduction of multi-disciplinary teams for the successful delivery of holistic service provision
- Develop and evaluate client directed, goal-based support plans incorporating a wellness focus for Home Care Package clients
- Maintain internal monitoring records, spreadsheets, and databases to ensure accurate records are preserved
- Complete all reporting requirements to a satisfactory standard
- Actively participate in community stakeholder engagement and brand awareness activeness

SELECTION CRITERIA:

Essential:

- Current AHPRA registration as an Enrolled Nurse
- Demonstrated knowledge of the aged care sector, the single quality framework and the various funding programs
- Sound written, numeracy and verbal communication skills
- A strong client focus and high level of customer service
- Demonstrated ability to plan, implement and co-ordinate services and client budgets
- The ability functions as part of a team and autonomously
- Excellent time management skills and the ability to work independently to plan and organise work to ensure completion of work to required standards and within the prescribed time frame/s
- Sound computer and keyboarding skills and proficiency with the Microsoft Office Suite including Word, Excel and Outlook
- Ability to participate in an after-hours on-call rotation
- A current and satisfactory National Police Certificate
- WWVP check with NDIS registration
- Maintaining Policy and Processes to ensure best practice and compliance
- Participating in Clinical Governance

Desirable:

- Proven experience within a Support Co-ordination/Case Management or advocate role within the aged care sector

Personal Attributes:

- High ethical standard, is trustworthy and confidential
- Works well individually and as a team member
- Has consideration and respect for others and their views
- Adapts to changing environments and demands with resilience
- Enthusiastic, energetic and projects a positive image
- Good attention to detail, efficiency and effectiveness
- Display a positive “can do” attitude

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WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

- Adhering to Southern Cross Care Workplace Health and Safety Policy and Procedures
- Working in a responsible manner and encouraging others to do so to ensure the safety of oneself, other staff members, clients and visitors to Southern Cross Care Facilities.
- Implementing correct fire, emergency and safety procedures, and attending prescribed training as required.
- Perform all tasks in accordance with SCC established procedures.
- Reporting, and documenting incidents, risks and hazards in a timely manner in accordance with SCC policy and procedures
- Reporting maintenance and repair requirements using approved SCC procedures
- Using all equipment and supplies appropriately to complete duties to minimise wastage and/or abuse.

AUTHORISATION:

Manager Signature:		Date:	
Employee Signature:		Date:	

