

Position Description | EN Case Manager

Position Title:	EN Case Manager
Department/ Division:	Home & Community Services
Reports To:	Team Leader
Direct Reports:	N/A
Industrial Instrument:	Southern Cross Care (TAS) Inc. Staff Enterprise Agreement
Pay Classification:	Home Care Level 5 Pay Point 2

Position Summary

The role of the Case Manager is 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

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 (Tasmania.) Inc. (SCC) 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.
- Maintaining client confidentiality in accordance with Southern Cross Care (Tasmania) Inc. policies.
- Working collaboratively as a member of a team to support the interests of clients and SCC
- Discussing client and/or family complaints with direct supervisor in a timely manner
- Complete relevant and necessary referrals for increases in service provision for clients as needed.
- Assist clients to navigate the My Aged Care system providing support to contact MAC
- Provide ongoing service connection with clients to ensure SCC is the provider of choice for clients.
- Ensuring work practices, behaviour and interactions are consistent with the mission and philosophy of SCC

- Ensuring continual personal self and professional development to maintain current workplace best practice knowledge and skills.
- Attending relevant education, training programs and staff meetings
- Actively participating in the performance appraisal process
- Ensure all work practices comply with Southern Cross Care (Tasmania) Inc. policies, professional Codes of Practice, relevant legislation, common-law, occupational health and safety principles and other relevant guidelines.
- Ensure that all equipment and supplies are used appropriately to complete duties efficiently and economically to minimise wastage and/or abuse.
- Demonstrate empathy, respect and understanding of the rights and responsibilities towards clients, their families and carers always.



Key Performance Indicators

- Ability to manage a diverse caseload of Home Care Clients with a person-centred approach, always treating clients with dignity and respect.
- Clinical care provided under the instruction of Clinical Care Coordinator
- Maintain industry knowledge of funding types through package and programme manuals and keep up to date with reform changes.
- Complete initial assessments for Home Care Package and Commonwealth Home Support Programme clients and complete the admission procedure.
- In partnership with the client, complete support reviews using validated assessment tools to ensure effective review of client risk, services, and progress towards agreed goals as well as ongoing monitoring of Home Care Package budgets and work within these budget limitations, always consulting and communicating with clients.
- 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 and Commonwealth Home Support Programme clients.
- Ensure clients budgets are managed within Home Care Package rules.
- Maintain internal monitoring records, spreadsheets, and databases to ensure accurate records are preserved.
- Complete all reporting requirements to a satisfactory standard.
- Timely escalation of any perceived client risk, to team leader
- Actively participate in community stakeholder engagement, brand awareness activeness and promotional activities

Southern Cross Care Values

 <p>Compassion</p>	<ul style="list-style-type: none"> ▪ We respond willingly and positively to help meet the needs of those around us. ▪ We promote a sense of belonging and community. ▪ We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues, and the whole community.
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 Integrity	<ul style="list-style-type: none">▪ We look for the good in all people and recognize the contribution of each individual as we work together.▪ We demonstrate honesty and trustworthiness in all that we do.▪ We are conscientious and ethical in our decision making and take responsibility for our own actions.
 Respect	<ul style="list-style-type: none">▪ We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.▪ We recognise and respect individuality and diversity.▪ We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief, or economic circumstances.▪ We manage our resources wisely to minimize the impact on the environment.

Selection Criteria

Essential	Desirable	Special Employment Conditions
<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ Proven experience within a Support Co-ordination/Case Management or advocate role within the aged care sector	<ul style="list-style-type: none">▪ Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the Aged Care Act 1997 prior to commencement of employment▪ Must hold a valid registration to work with vulnerable people with a NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.▪ Required to sign the organisation's Confidentiality Agreement

<p>Microsoft Office Suite including Word, Excel and Outlook</p> <ul style="list-style-type: none"> ▪ 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 		<ul style="list-style-type: none"> ▪ Works well individually and as a team member ▪ Adapts to changing environments and demands with resilience. ▪ Enthusiastic, energetic and projects a positive image ▪ Good attention to detail, efficiency, and effectiveness
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Work Health and Safety Requirements and Continuous Improvement

Maintain a safe working environment and adopt safe work practices by:

- 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	