

Position Description | Care Manager

Position Title:	Care Manager
Department/ Division:	Home & Community Services
Reports To:	Business Development Manager
Direct Reports:	Nil
Industrial Instrument:	Southern Cross Care (Tasmania) Inc. Enterprise Agreement
Pay Classification:	Home Care Level 6- Paypoint 1

Position Summary

Utilising experience and knowledge, develop complex strategies to provide excellence in healthcare. Communicate a vision for high-quality clinical service delivery that generates enthusiasm and commitment among colleagues and improves outcomes of care for clients.

Key Responsibilities

- Undertaking and/or assessing the clinical needs within relevant legislation, common-law, occupational health and safety, other relevant guidelines and Southern Cross Care (Tas.) Inc. policies and procedures and SCC's compliance with this legislation.
- Develop individual support plans for complex clients through a systematic assessment process involving liaisons with the clients, their family and other health care team members.
- Working closely with the Case Management team to ensure complex client care is adequately coordinated and delivered.
- Liaise with relevant members of the health care team to ensure timely coordination of referrals to medical and allied health professionals to deliver a holistic approach to the treatment of complex clinical care.
- Foster the integration of nursing and health care knowledge, skills and attitudes to provide safe and effective clinical care that promotes a safe environment for all clients
- Participation in ongoing professional development and innovation through research to improve work practices and achieve a standard of excellence in care service delivery.
- Maintaining accurate and efficient documentation in a manner consistent with Southern Cross Care (Tasmania.) Inc. policies, the Strengthened Aged Care Standards, the Aged Care Quality and Safety Commission, and the Department of Health and Ageing requirements.
- Ensure that any clinical issues are managed in a timely manner in accordance with policies and procedures Point two
- The demonstration of empathy, respect and understanding of the rights and responsibilities towards clients, their families and carers at all times.






- Regulating personal behaviour, working within the organisational structure and culture, and acting appropriately in the execution of all duties Point three
- Reporting and working to amend areas not complying with aged care and organisational standards with appropriate personnel.
- Communicate effectively with clients to facilitate the provision of the best quality care.
- Assist, support and educate clients to make informed health care decisions and to promote independent control over their health.
- Complete relevant and necessary referrals for increases in service provision for clients.
- Support clients to complete Advanced Care Plans in consultation with their representatives and the Case Manager.
- Provide support, mentoring, coaching and performance management of the clinical team.
- Conduct education and information-sharing sessions with Community Support Workers, Case Managers and any other relevant stakeholders to ensure client clinical service needs are met.
- Support other team members to organise their time and workload to maximise productivity and service delivery within specified time frames Point five
- Maintain individual workload to ensure all timeframes are met.
- Actively participating in the performance appraisal process.

Key Performance Indicators

- Ensure that clinical and specialised nursing care needs of clients are being met and documented in client-specific support plans.
- Ensure that the service provisions to clients with complex clinical care needs with particular focus on wound management, diabetic management, behavioural management, medication management, nutrition and hydration management, pressure care management and incontinence management are met.
- Liaise with Case Managers regarding support plan reviews for complex clinical needs clients and ensure all systems are updated with recommendations and client progress.
- Ensure all clinical assessments and recommendations are in line with Aged Care Standards, and best practice service delivery.
- Provide ongoing supervisory support, mentoring and performance appraisal activities for staff.
- Collaborate with key stakeholders to guarantee Southern Cross Care (Tasmania.) Inc. capacity to deliver responsive, flexible, and innovative clinical services.
- Ensure clinical staff have appropriate qualifications, education, and competencies to provide care for the clinical and specialised care needs of clients.
- Monitor work practices, behaviour, and interactions to ensure they are consistent with the Mission, Vision and Values of Southern Cross Care.

Southern Cross Care Values



 Compassion	<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.
 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	<ul style="list-style-type: none"> ▪ Current registration with AHPRA ▪ Current driver license ▪ 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 ▪ The ability to function as a 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 frames. ▪ Flexibility and ability to use initiative, prioritise own work and the work of others ▪ Sound computer and keyboarding skills and proficiency with the Microsoft Office Suite including Word, Excel, and Outlook
Desirable	<ul style="list-style-type: none"> ▪ Knowledge of aged care legislative requirements, aged care accreditation processes and Home and Community Services and Home Care Packages. ▪ Well-developed clinical assessment skills and commitment to best practice approaches to care delivery ▪ Understanding of the aged care funding instrument and associated processes

	<ul style="list-style-type: none"> ▪ Understanding of the needs and issues experienced by the frail elderly and their families ▪ Demonstrated understanding of continuous improvement principles
Special Employment Conditions	<ul style="list-style-type: none"> ▪ Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three months 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

Work Health and Safety Requirements and Continuous Improvement

Managers / supervisors are responsible for, and will manage safety by:

- ensuring the maintenance of a working environment (including equipment) that is safe and without risks to health.
- ensuring the provision of adequate facilities for the welfare of workers.
- ensuring the provision of information, instruction, training and / or supervision to workers for them to work without risks to their health and safety and that of others around them.
- ensuring that the health of workers and the conditions of the workplace are monitored to prevent injury and illness arising out of the conduct of the business.
- ensuring consultation, as is reasonably practicable, with workers and health and safety representatives about matters that directly affect them.
- acquiring and keeping up to date knowledge on work health and safety matters.
- understanding the nature and operations of the work and associated hazards and risks.
- ensuring that the organisation has an appropriate process to receive and consider information about work related incidents, hazards, and risks, and to respond in a timely manner.
- ensuring that the organisation has, and implements, processes for complying with their duties and obligations; and
- verifying the provision and use of the relevant resources and processes.

Authorisation

CEO/Manager Signature		Date	
Employee Signature		Date	



Southern Cross Care
(Tasmania) Inc.