

## POSITION DESCRIPTION

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<b>Position Title:</b>	Case Manager – High Care
<b>Reports To:</b>	Community Housing and Support Site Manager
<b>Supervising:</b>	Care and Support Workers
<b>Liases with:</b>	Case Managers, Site Staff, Corporate Services, Clients and External Service Providers
<b>Location:</b>	Seddon, Lionsville (Williamstown) & Delahey
<b>Classification:</b>	Wintringham EBA
<b>Hours:</b>	Casual

### **Program Description:**

Wintringham provides packages of ongoing care and support, including assisting with housing related matters to aging and premature ageing people living in the community.

The objectives of the position are to:

- Assess and provide ongoing advice to the client to ensure best management of clinical care needs
- Case Manage clients living at home to assist them to remain living independently in the community
- Assist clients to maintain the lifestyles of their choice.
- Address issues of social isolation for program clients.
- Maintain and enhance the lifestyle of ageing and premature ageing people living in the community.
- Assist clients to maintain or improve their accommodation and therefore prevent premature entry to residential aged care.
- Practice open communication and pro-actively participate in problem solving where issues or areas of disagreement arise, as per the Open Communication Policy found in the Leadership and Management Manual
- At times, the high care case manager may also manage low care clients in the caseload.

Wintringham staff must work in partnership with clients and residents to achieve mutually agreed outcomes. It is expected that staff will modify their approach to suit the needs of the individual and maintain a harmonious relationship with clients and residents whenever possible. It is vital that case managers demonstrate the ability to retain all clients within their agreed caseload.



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### Responsibilities/Duties:

- Undertake intake and initial assessment of clients needs ensuring all care needs which led to this referral are considered and addressed. Ensure ongoing reassessment at any time that the allocated client's care needs change or on a 6 monthly basis.
- Develop client care plan in consultation with client and/or representative. Again ensuring that all care needs are addressed.
- Implement client care plan in consultation with client and/or representative.
- Monitor and review client's needs and effectiveness of care plan.
- Ensure client confidentiality is maintained at all times.
- Participate in care reviews with manager, clients and carers.
- Maintain accurate records of client's assessment, care plan and service provided.
- Effectively manage services provided within budgetary constraints.
- Where required, supervise and support work practices of relevant direct care staff to ensure acceptable standards of service delivery.
- Where required, conduct annual staff performance appraisals with supervised Care and Support Workers
- Maintain and implement your extensive knowledge of services and resources available within the community.
- Recognise the rights of clients to lifestyles of their choice and provide support to maintain their independence.
- Attend combined service meetings and staff training as required.
- Notify the Site Manager of any issues of concern or where you are unsure of your legal responsibility or safety issues.
- Provide emotional support to clients.
- Maintain and implement your awareness of health and safety issues and appropriate action to be taken in relation to the community environment.
- Assist clients to maintain and or improve their health and wellbeing.
- Exit clients from package.
- Perform other duties as directed by the Site Manager from time to time.
- Advocate on client's behalf.
- You will be aware of relevant legislative standards and guidelines.
- To proactively assist with the maintenance of the quality management system and to accept responsibilities as defined in the relevant policies and procedures.
- To pursue relevant on-going development in order to enhance knowledge of contemporary practices and broaden professional understanding of own responsibilities.



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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.

### **Qualifications:**

#### **Mandatory**

- First Aid Certificate – Level 2
- Own reliable car with comprehensive insurance, (suitable for transporting clients).  
Note – this requirement is applicable to part time, locum and casual staff
- Current Victorian motor vehicle drivers license
- An approved tertiary qualification in Nursing, Social Work or equivalent
- Registration with AHPRA (nurses only)
- Experience working in Aged Care.
- Experience in Case Management.

### **Skills/Experience:**

#### **Essential**

- A commitment to social justice.
- Ability to work as part of a team.
- A non-judgemental approach.
- Knowledge of housing and support issues facing older homeless people whom may have a physical and/or mental disability.
- Ability to work and gain the co-operation of clients, service providers and staff.
- Ability to liaise, discuss and resolve issues relating to clients and service providers.
- Good communication skills both written and oral.
- An understanding of My Aged Care, HACC, Health, Aged Care Assessment Services and other community services.
- Skills in assessing clients care, support, health and housing needs.
- Ability to advocate on behalf of clients for access to appropriate services.
- Ability to encourage and motivate older people.
- Ability to work autonomously, use initiative and be self motivated.



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- Ability to work as part of a team.
- Experience in Microsoft Office.

### Desirable

- Knowledge of L2 HCP Standards
- Demonstrated experience in assessment and case management.
- Knowledge of issues associated with ageing.
- An understanding of issues associated with aged homelessness.

*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 \_\_\_\_\_

