

POSITION DESCRIPTION

POSITION TITLE:	CASE MANAGER HOME CARE PACKAGES		
COMPANY DIVISION:	genU Community & Pathways	UNIT:	Home Care Packages
OFFICE LOCATION:	21-29 Reynolds Road, Highton		
REPORTS TO:	Operations Manager - Home Care Package Program		
OTHER PROFESSIONAL RELATIONSHIPS:	Applying a matrix management model this position works closely with: <ul style="list-style-type: none"> • genU : Individual Support Services • Health professionals 		
CLASSIFICATION & CONDITIONS:	St Laurence Community Support EBA. Level 4		
STATUS:	Updated April 2021		

THE COMPANY

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making.

genU has been 60 years in the making. Bringing together the best of two trusted and respected organisations, Karingal and St Laurence, genU builds on this experience, adding a new ambition: to become the leader in what we do.

We want everyone's lives to be happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

genU works using a person centred approach. Our mission is to enable each person we support to live the life they choose. We do this by helping our clients re-join the workforce, master everyday tasks or access community services.

Vision: To build inclusive communities

Mission: Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.

POSITION:

GENU VALUES

VALUE	BEHAVIOURS
Welcoming	You're part of our family
Respectful	We will treat you the way we would want to be treated
Integrity	Earning your trust by always adhering to our values
Courageous	We bravely drive innovation and advocacy to assist you to live the life you choose
Excellence	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

DESCRIPTION OF DIVISION

The Home Care Package program sits within the genU Community and Pathways Division, providing a range of high quality support services to older people living in their own home.

PURPOSES OF THE POSITION

The role of the Case Manager within the Home Care Package division is to work within a client directed framework with a focus of ensuring the wellbeing of older people who are in receipt of a Home Care Package.

SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible to the Operations Manager for key accountabilities and the achievement of Key Performance Indicators.

KEY RESULT AREAS

This position is directly responsible to the Operations Manager Home Care Packages, or their delegate, for the following key accountabilities and the achievement of Key Result Areas.

1. Complete and develop a comprehensive care plan in partnership with consumers which identifies their goal directed outcomes. Taking in to account funding sources, actions required, and measurable outcomes including the range of Allied Health professionals in the delivery of care recipient needs.
2. Work with individuals, their families and supports to ensure that any care plan developed has been consumer directed and meets their needs and objectives.
3. Conduct regular reviews of care plans and ongoing monitoring and review of approaches and strategies used in the delivery of care in response to the changing needs of care recipients.
4. Identification of and engagement with the range of service partners, such as Health professionals and community service providers, in the assessment process, case conferencing, care planning service delivery, monitoring and review.

POSITION:

5. Maintain and review individually designed service agreements with direct service providers.
6. Maintain of partnership with Allied Health professionals in the provision of advice, support, consultation and review.
7. Maintain care recipient records ensuring currency and accuracy of care recipient information and monitor program budgetary requirements in relation to care recipient care plans and allocation of brokered service delivery.
8. Comprehensive understanding of guidelines and requirements of relevant funding authorities in the delivery of Case Management and “packages of care” in the community.
9. Case managers are an active part of the induction process under the direction of the Operations Manager Home Care Package Program and Senior Case Manager.

The above activities cannot be delegated without the authority of the Operations Manager or Senior Case Manager. Other duties may be required, as directed, commensurate with skills and abilities.

1. Maintain face to face client contact (minimum 8 weekly). Less frequent contact can be negotiated and agreed to in the care plan with service care recipient or carer. Case Manager will maintain ongoing client monitoring.
2. Operations Manager/Senior Case Manager will conduct client file audits, periodic checks of client contacts and case notes.
3. A care plan is required for each client on the data base with a signed copy in the clients file. Care plans for each client with measureable outcomes to be reviewed on a six to 12 monthly basis or sooner if clients' needs change.
4. Case Manager will monitor program budgetary requirements including fees, invoices and accrual process, periodic checks will be conducted by Operations Manager or Senior Case Manager.
5. Evidence of research, consultation and forming collaborative partnerships with allied health professionals, service providers in response to clients changing needs
6. Demonstration of knowledge of Aged and Community Care program guidelines, policies and procedures
7. Case loads will be determined based upon package levels and other priorities as per management direction.
8. Monthly supervision with Senior Case Manager, to monitor progress toward achieving set objectives and to receive support.
9. Attend monthly staff meetings and participation in special interest working groups, continuous improvement activities and committees.
10. Understand genU Risk Management frame work and to report to line management on any incident, hazard or risk within a 1 day working period.

POSITION:

The key accountabilities and the associated KPIs (refer Attachment to Position Description) cannot be delegated without the authority of the CEO or their delegate. Other duties may be required, as directed, commensurate with skills and abilities.

OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

KNOWLEDGE, SKILLS AND EXPERIENCE

SELECTION CRITERIA

Qualifications:

1. Appropriate Tertiary Qualification and or extensive experience in a human services discipline.
2. Working towards a qualification in the Human Services area.

Essential:

1. Understanding of the social, psychological and physical aspects of ageing and disability including the role of carers and a commitment to the principles and practice of consumer directed services.
2. Demonstrated experience in community care, particularly care/case management.
3. Flexibility and innovation in responding to the changing needs of care recipients.
4. Knowledge, skill and experience in the delivery of behaviour management strategies.
5. Current driver's license.
6. Ability to work from home when directed.

Desirable:

1. Knowledge of relevant Commonwealth and State funding programs and policy directions, including the Aged Care Quality and Safety Standards.
2. Well-developed interpersonal and communication skills both verbal and written, including interviewing and assessment skills.
3. Ability to work independently in a complex and challenging environment and in multi-disciplined teams, in a reliable and highly professional manner.
4. Well-developed analytical and problem solving skills with the ability to manage and monitor expenditure within budget allocation.
5. Well-developed computer skills with an emphasis on Word, Excel, Outlook, Internet and Email applications. Experience in Care Link Plus would be highly regarded.

POSITION:

CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.