

POSITION DESCRIPTION

[Case Manager-Home Care Packages]

ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

Our Vision A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

Our Mission To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

Our Purpose For everyone to 'feel at home'

Our Values

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

POSITION CONTEXT

The Case Manager is responsible for the assessment of client needs, the coordination of the client's package of care, and the oversight of quality service delivery to our Home Care Package clients. The Case Manager will have direct responsibility for managing a caseload and will be actively involved in all aspects of care planning, documentation, risk assessment, clinical governance, audit, and quality improvement. The Case Manager will also be responsible for maintaining oversight of client's budgets and ensuring that services are managed within the client's budget and within the parameters of the client's needs and preferences, ensuring the client's rights to respect, dignity and privacy.

Position Purpose

The Case Manager will have the knowledge and skills in completing the consumer's holistic assessments and recognising additional clinical needs and Case Manager will then make appropriate recommendations for service responses if clinical needs or risks are identified e.g., Medication Management, Wound Care & Management, Post Fall Management and Fall prevention, Behavioural Management, Cognitive assessment, Continence Assessment and Management and Infection control and Management. All services are to be provided in alignment with the Aged Care Quality Standards

KEY RESPONSIBILITIES

Strategy and Leadership

- Actively support an organisational culture that embeds Spectrum's Values and promotes accountability, good governance, and staff well-being.
- Support people to do their best work. This includes providing to your team: clear direction, role and empowerment, feedback and coaching, professional development opportunities that build their capability and confidence, recognition and celebration of individual and team achievements.

KEY RESPONSIBILITIES

	<ul style="list-style-type: none"> • Build team effectiveness by encouraging full participation by all team members and enabling engagement of staff in team decisions
	<ul style="list-style-type: none"> • Review client's ACAS assessment and support plan and to ensure identified care needs are align with client's in home services and support through their home care package and in accordance with Aged Care Quality Standards • Undertake comprehensive assessment of nominated clients to assess their clinical care needs. • Make recommendations on any additional referrals that are required to ensure the clients care needs are identified and addressed. • Review client's Goal Directed Care Plan and ensured clear documentation of client's care needs and appropriate services/support is provided through clients HCP approvals and funds. • Ensure clear documentations and communications regarding client's Personal and Clinical care are communicated and recorded in the client health record. • Recommend review period for clients living with complexity or vulnerabilities. • Support other Care Advisors/Case Managers to undertake risk screening and risk management on a regular basis, as required.
	<ul style="list-style-type: none"> • Determine eligibility and conduct assessment for eligibility into the program. • Effective communications to potential and current clients about the scope and service provisions as part of the program. • Meet key performance indicators including delivery of a specified number of service hours, as per funding agreements and Scope of Home care packages and package approvals. • Communicate effectively with people using interpreters when required. • Refer clients to and where required assist them with the My Aged Care assessment and ACAS review process. • Employ a wellness approach in line with the principles of consumer directed care and eligibility criteria with a focus on the person's goals, wishes and needs. • Providing care coordination, assessment, care planning and review, and to ensure effective co-ordination and delivery of care services to clients. • Other tasks will be assigned from time to time to meet the needs of the organisation and the aged care program.
	<ul style="list-style-type: none"> • Managing a prescribed HCP's caseloads including assessment and care planning and service coordination, to remain within budgetary constraints of the approved package level and funds. • Ensuring a proactive approach with client and carer's communications via regular wellbeing checks and home visits • Ensuring all reporting and documentation requirements are met, including completing and maintaining timely, accurate and efficient administrative and communication systems. • Maintaining accurate electronic records associated to Client Management System • Coordinate support services based on clients identified care needs. • Manage complex and challenging situations in partnership with client and their representative. • Undertake administrative support such as invoice processing, payment requisitions requests and supporting the finance team. • Undertake Accountability & quality assurance activities and ability to monitor and assess potential OHS risks/hazards and effective risks screening and management. • Attend to quality assurance, clinical risk and ensure governance, quality of care and health and safety matters are addressed as a priority.

KEY RESPONSIBILITIES	
	<ul style="list-style-type: none"> •
Quality improvement & compliance	<ul style="list-style-type: none"> • Stay updated on industry trends and make recommendations for optimising performance. • Support the development and use of clear, consistent, and transparent processes and internal controls and compliance. • Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls.
Stakeholder Management	<ul style="list-style-type: none"> • Develop and sustain positive working relationships with key internal and external stakeholders.

KEY SELECTION CRITERIA	
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification relevant field; Bachelor of Nursing, Bachelor of Social Work, Other Allied health related Degree <p>Essential:</p> <ul style="list-style-type: none"> • Registered Nurse with current AHPRA Registration, Experienced Social Worker with extensive case management experience in Aged Care, and/or Allied Health Professionals with relevant experience. • Experience with comprehensive client care by assessing, monitoring, and reviewing the needs of the aged care client living in the community. • Experience working with older clients who have migration and asylum-seeking experiences highly desirable. • Ability to liaise and consult with medical, allied health and other community professionals at all levels.
Skills & Experience	<ul style="list-style-type: none"> • A strong home care package experience and previous role • A good understanding of the clinical needs of Aged Care clients • Knowledge of the Aged Care Quality Standards and Home Care Package funding • A strong understanding of goal-based care planning and the ability to implement strategies to assist participants to achieve their goals. • Experience in Managing Serious Incidents, Elder Abuse and Complex case management work. • Understanding of the impact of migration and asylum-seeking experiences on health seeking behaviours in aged care populations an advantage • Substantial experience working in the aged care/disability sector. • Ability to work autonomously. • Stakeholder engagement and relationship management experience • Excellent verbal and writing skills.
Personal Qualities & Behaviours	<ul style="list-style-type: none"> • A positive, can-do attitude • Ability to work independently and work effectively and collaboratively within a team. • A good understanding of the clinical needs of Aged Care consumers • Knowledge of the Aged Care Quality Standards and Home Care Package funding • A strong understanding of goal-based care planning and the ability to implement strategies to assist participants to achieve their goals. • Understanding of the impact of migration and asylum-seeking experiences on health seeking behaviours in aged care populations an advantage • Genuine interest and commitment to social and inclusion and valuing difference and diversity

KEY SELECTION CRITERIA

	<ul style="list-style-type: none">• Able to work independently within the HCP processes and practices which are consistent and precise.• Client focused and person centred.• Being adaptable to changing circumstances and being able to prioritise work.• Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals.• Empathy and client rapport building• Teamwork• Ability to work in a very busy environment and to work both independently and as part of a team.• Demonstrate exceptional organisation, planning, and time management skills
Mandatory Compliance Documents Required for this position	<ul style="list-style-type: none">• Motor Vehicle Drivers Licence (valid in Victoria)

POSITION INFORMATION

Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 5
Employment Period	Ongoing
Hours of Employment	Full time- 38 hours per week

KEY RELATIONSHIPS

Department	Aged Care Services
Reports to	Mariane Alcazar- Team Leader
External	

KEY SYSTEM AND EQUIPMENT USAGE

<ul style="list-style-type: none">• Microsoft Windows Office Suite• Goldcare• My Aged Care Portal

ADDITIONAL INFORMATION

Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
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ADDITIONAL INFORMATION	
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

OTHER RELEVANT INFORMATION
This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.

EMPLOYEE DECLARATION

I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Employee name:	Signature:	Date:

Position Title		Date Updated	
Department		Review Date	