Position Description Case Manager

Purpose of the position

The purpose of this position is to efficiently and effectively provide case management services to clients of Catholic Homes' Home Care Services. The delivery of home care services must acknowledge Catholic Homes' Values, Vision and statement of Identity and create a positive and constructive environment for clients, their families and employees.

Reporting

The Case Manager Home Care Services reports directly to the Regional Manager.

Organisational Values

Catholic Homes is committed to employing a caring and dedicated team of employees who provide services that enhance the quality of life of our clients. Employees are called to behave in such a way that upholds the Catholic Homes' Values and demonstrates a commitment to working co-operatively and collaboratively.

A commitment to the Values of Catholic Homes is reflected in the attitudes, behaviour and actions of employees. This is in the form of decision-making processes, adherence to policy and procedures, the quality and nature of the services, provision of employee's development programs, implementation of tasks and in the way people are related to and cared for, particularly employees and clients.

A commitment to confidentiality of information requires all employees to take reasonable precautions to maintain the non-disclosure of any confidential information about other employees or clients as well as the general operations and affairs of the organisation to any person other than those approved by the Organisation.

Duties and Responsibilities

Corporate Ethos

- Demonstrates and understands Catholic Homes' Vision, Values and Statement of Identity in dealing with other employees and clients;
- Demonstrates and complies with the Code of Conduct;
- Demonstrates, understands and actively participates in Catholic Homes' care model, "Care with Purpose", in all undertakings relating to the provision of care and services to clients.
- Demonstrates and participates in Continuous Improvement Programs;
- Demonstrates consistent application of the principles of Continuous Quality Improvement;
- Has sound knowledge of mechanisms available to employees and clients for the provision of feedback and takes appropriate action to follow up comments, complaints and compliments.

Home Care Services

- Manage a caseload of Home Care clients, ensuring services are delivered in accordance with individual goals, assessed needs, available funding and legislative requirements.
- Conduct client assessments, reviews, budget and care planning activities, ensuring care plans remain current and reflective of client goals and preferences.
- Support clients and their representatives to make informed choices through the provision of information, advice and service coordination.
- Monitor service delivery, client outcomes and package expenditure, taking proactive action to address emerging needs, risks or changes in circumstances.
- Maintain accurate and timely documentation, records and reporting in accordance with organisational and regulatory requirements.
- Coordinate and collaborate with internal teams, healthcare professionals, service providers and community agencies to achieve positive client outcomes.
- Manage client concerns, feedback and complaints in accordance with organisational policies and procedures.
- Participate in the after-hours on-call roster as required.
- Contribute to quality improvement activities, audits and service reviews to support continuous improvement in service delivery.

- Promote Catholic Homes and develop effective relationships with referral partners, providers and other key stakeholders within the community.
- Provide support, guidance and mentoring to Support Workers as required.
- Provide direct service delivery support where required to meet client needs and operational requirements.

Financial Management
- Monitor and manage client package budgets to ensure services are delivered within available funding, avoiding an overspend.
- Identify and escalate potential budget variances or financial risks.
- Ensure only approved services and purchases are approved for provision.
- Explore alternative funding and support options to maximise outcomes for clients.
- Support clients to understand fees, charges and funding arrangements and assist with resolving payment concerns where required.

Team Support and Development
- Provide guidance, support and on-the-job coaching to Support Workers to promote quality service delivery and positive client outcomes.
- Contribute to the performance and development of Support Workers through feedback, training recommendations and participation in appraisal processes as required.
- Maintain accurate records and documentation in accordance with organisational, quality and accreditation requirements.

Planning and Continuous Improvement
- Contributes to organisation-wide policy development and planning.

Management of Environment
- Responsible for the maintenance of a safe workplace for employees ensuring timely and effective inspections and reviews of Residents/clients' place of residence.
- Report and follow up environmental, maintenance and safety concerns in a timely manner to support safe service delivery.
- Contribute to the maintenance of safe working environments in accordance with organisational policies and procedures.

Workplace Health & Safety
- Ensure, promote and comply with safety in the workplace.
- Take care of property and equipment and report faults promptly.
- Report and analyse Hazards, Accidents and Incidents promptly and accurately.
- Utilise resources and equipment economically and safely.
- Familiarise yourself with all emergency procedures.
- Responsible for the promotion and maintenance of a safe working environment.
- Take appropriate action to ensure own health and safety;
- Ensure correct manual handling techniques according to manual handling guidelines and policies.
- Contribute to workplace risk assessment and hazard control activities.

Other
- Participates in ongoing organisational management development programs.
- Acts as an organisational resource in a designated area of expertise.
- Represents and promotes Catholic homes at relevant industry and community forums.
- Develops and maintains effective relationships with internal and external stakeholders and the general community to ensure the promotion of a positive image for Catholic Homes.

Compliance and Reporting
- Understands and complies with the Catholic Homes' guidelines, policies and procedures (as amended from time to time).
- Attends all compulsory and recommended training and meetings as required.

Expected Behaviours

- As a member of Catholic Homes' Home Care Services Team, you will be required to work with other employees cooperatively and accept reasonable and lawful instructions and recommendations by the Line Manager when necessary.
- As a member of Catholic Homes' Home Care Services Team, there may be occasion where you may be required to work across one or more sites to provide assistance and support to your colleagues, or to visit clients in person
- Provide mentoring and coaching to peers where applicable.
- Provide assistance and support to fellow employees whilst on duty.
- Communicate effectively in a constructive, courteous, respectful and professional manner.
- Treat other employees with professionalism and respect.
- Enable clients to make informed choices, take risks and treat them with dignity and respect in line with Catholic Homes' care model, currently "Care with Purpose"
- Maintain a positive and professional outlook whilst at work.
- Accept and provide constructive feedback.
- Possess a reasonable level of physical fitness to perform the inherent duties of the role.
- Accept responsibility for own actions.
- Identify own learning needs and accept training as recognised by the Line Manager and/or organisation as necessary
- Maintain confidentiality at all times.

Qualifications and Experience

Essential

- Demonstrated experience in Case Management, Care Coordination or a similar role within Home Care, Aged Care, Community Services or Health.
- Knowledge and understanding of Consumer Directed Care (CDC) principles and person-centred service delivery.
- Demonstrated understanding of Aged Care Quality Standards, Aged Care legislation and regulatory requirements.
- Experience conducting client assessments, developing care plans and coordinating services to meet individual needs.
- Experience managing client documentation and maintaining accurate records.
- Well-developed written and verbal communication skills.
- Strong computer literacy, including experience using client management systems and Microsoft Office applications.
- Current National Police Clearance (or willingness to obtain).
- Current Australian Driver's Licence.

Desirable

- Relevant qualification in Aged Care, Community Services, Nursing, Allied Health or a related discipline.
- Experience working within Home Care Packages, Commonwealth Home Support Programme (CHSP) or Support at Home programs.
- Experience managing consumer budgets and package funding.
- Knowledge of community resources and referral pathways that support older Australians.
- Experience participating in quality, audit or continuous improvement activities.

Key Skills and Attributes

- Strong assessment and care planning skills with the ability to identify client needs, goals and risks.
- Ability to coordinate multiple services, stakeholders and priorities to achieve positive client outcomes.
- Sound problem-solving and decision-making skills, particularly when managing complex client situations.
- Ability to build and maintain effective relationships with clients, families, support workers, healthcare professionals and external service providers.
- Strong organisational and time management skills, with the ability to manage a diverse caseload and meet competing deadlines.
- Ability to manage consumer budgets and identify solutions that maximise available funding and supports.
- High level of attention to detail and commitment to maintaining accurate documentation and records.

- Demonstrated ability to interpret and apply legislation, standards, policies and procedures in day-to-day practice.
- Ability to identify opportunities for continuous improvement and contribute to quality service delivery.
- Demonstrated ability to work independently, exercise professional judgement and escalate issues appropriately when required.

Verification

Case Manager

As the incumbent of this position, I have read and understood the responsibilities and other requirements as detailed in this document.

Name:	.....	Signature:	.....
Date appointed:	.....	Date:	.....