

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Case Manager – Home Care Packages</b>		
<b>Division</b>	Primary Health	<b>Unit</b>	Community Services
<b>Campus</b>	Korumburra		
<b>Classification</b>	Depending upon qualifications		
<b>Award</b>	Depending upon qualifications		
<b>Reports To</b>	Community Services Manager		
<b>Position Approved By</b>	Director of Primary Healthcare		

### Position Outline:

The Case Manager provides a valued and key role in delivering high quality, professional and integrated support services to elderly home care package clients in the community.

This position includes the following services that promote safety and independence enabling people to remain in their homes and continuing to engage with their communities:

- Coordinating and providing care that is safe, timely, effective and efficient, equitable and client centred.
- Address any client concerns.
- Communicates client’s progress at weekly team meetings.
- Maintains client records by reviewing case notes, logging events and progress.
- Liaise with clients and carers to ascertain needs are being met by the home care package and adjust care plan as required.
- Refer clients to appropriate services within and external to GSHS.

### Divisional Context:

Primary Health at GSHS is a dynamic team of nurses, health professionals, allied health assistants and managers who provide a broad range of community-based and ambulatory care services to the South Gippsland Shire, including:

- |                           |                           |                          |
|---------------------------|---------------------------|--------------------------|
| • Diabetes Education      | • Intake & Assessment     | • Podiatry               |
| • Dietetics               | • Medical Imaging         | • Social Work            |
| • Disability Services     | • Occupational Therapy    | • Specialist Nursing     |
| • Drug Treatment Services | • Physiotherapy           | • Speech Therapy         |
| • Home Care Packages      | • Planned Activity Groups | • Volunteer Coordination |

### Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

### Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

<b>Vision</b>	<b>Mission</b>
<i>Excellence in Healthcare</i>	<i>Building a Healthier Community Together</i>

<b>Gippsland Southern Health Service - Values and Behaviours</b>		
<b>Value</b>	<b>Above the Line Behaviour</b>	<b>Below the Line Behaviour</b>
Excellence	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Evidence Based Practise</li> <li>• Consistency of Practice</li> <li>• Innovative Practice</li> <li>• High Standards</li> </ul>	<ul style="list-style-type: none"> <li>• Unwilling to Improve</li> <li>• Lack of Innovation</li> <li>• Non-Adherence</li> <li>• Inconsistency</li> <li>• Acceptance</li> </ul>
Individuality	<ul style="list-style-type: none"> <li>• Be Tolerant</li> <li>• Acknowledge Rights</li> <li>• Personalise</li> <li>• Support Individuals</li> <li>• Practice Self Care</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of Respect</li> <li>• Discriminating</li> <li>• Being Inconsiderate</li> <li>• Being Judgemental</li> <li>• Being Dismissive</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Value Teamwork</li> <li>• Involve Others</li> <li>• Actively Listen</li> <li>• Ask and Offer Solutions</li> <li>• Support Decisions and Change</li> </ul>	<ul style="list-style-type: none"> <li>• Poor Communication</li> <li>• Criticising Others</li> <li>• Being Negative</li> <li>• Not Open</li> <li>• Withholding Information</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Take Responsibility</li> <li>• Set Clear Expectations</li> <li>• Manage Performance</li> <li>• Results Focused</li> <li>• Ethically Bound</li> </ul>	<ul style="list-style-type: none"> <li>• Blaming Others</li> <li>• Unethical Behaviour</li> <li>• Underperforming</li> <li>• Unreliable</li> <li>• Shirking Responsibility</li> </ul>
Respect	<ul style="list-style-type: none"> <li>• Respect People</li> <li>• Respect Privacy</li> <li>• Respect Property</li> <li>• Respect Views</li> <li>• Be courteous</li> </ul>	<ul style="list-style-type: none"> <li>• Being Rude</li> <li>• Being Negative</li> <li>• Being Disrespectful</li> <li>• Being unhelpful</li> <li>• Disrespecting Property</li> </ul>
Empowerment	<ul style="list-style-type: none"> <li>• Take Initiative</li> <li>• Actively Participate</li> <li>• Ask Questions</li> <li>• Clarify Expectations</li> <li>• Empower Others</li> </ul>	<ul style="list-style-type: none"> <li>• Authoritarian</li> <li>• Discrimination</li> <li>• Blaming Others</li> <li>• Not Sharing</li> <li>• Stifling Development</li> </ul>

## Key Responsibilities

- To provide case management for home care package clients.
- To review all referrals for Home Care Packages through My Aged Care or other referral pathways.
- To ensure the client is referred to all appropriate services and that these services are taking place.
- To document all aspects of client care in the e-Tools platform.
- Ensure appropriate reporting to Finance to allow for client invoicing and budget reporting.
- Ensure clients are receiving their monthly financial statements.
- Ensure the GSHS portal in My Aged Care is kept current.
- To work within GSHS policies and procedures.
- To work in compliance with the GSHS employee charter.
- To promote GSHS as a package provider of choice.

## Key Selection Criteria:

### Mandatory

- Relevant experience in Aged Care or Case Management.
- Current Police Check, Working with Children Check and NDIS Worker Screening Check.
- Current Victorian driver's licence.
- Experience working with aged and vulnerable clients.
- Experience in developing, implementing and evaluating client focused care plans.
- IT literacy and the ability to adapt to using new IT programs.
- Excellent communication skills.
- Demonstrated ability to establish and maintain relationships with key stakeholders both internal and external.
- Demonstrated knowledge and experience of compliance and clinical governance and reporting requirements with the following standards; NSQHS and other relevant accreditation bodies.
- Understanding of evidence based practice.

### Desirable

- Previous experience working in the home care package environment.
- Case management training.
- An understanding of effective client and consumer participation strategies and how these can support comprehensive evidence based health outcomes.
- Demonstrated drive, commitment and resilience within a framework that highly values personal and staff wellbeing.
- Demonstrated ability to work within a sound ethical framework and aligning of organisation values with work practices.
- Understanding of public health and community services sector governance.
- A relevant health degree or equivalent relevant experience.
- Demonstrated knowledge and experience of compliance and clinical governance and reporting requirements with the following standards; Aged Care Standards and other relevant accreditation bodies.

### NDIS Worker Screening Check

This role has been identified as a "risk assessed role" under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all incumbents are required to notify GSHS, via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

### OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk

or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

#### **Policies & Procedures**

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

#### **Person Centred Care**

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

#### **Values & Conduct**

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

#### **Child Safety**

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:

- Protect and promote the health, safety and well-being of all children.
- Recognise vulnerability and identify risk and harm to children early.
- Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes.
- Promote culturally competent and responsive health care.
- Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017).

#### **Violence & Aggression**

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:

- Are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
- Identify, respond to and support consumers impacted by family violence as guided by organisational procedures.
- Identify, report and access support in relation to incidents of occupational violence and aggression.

#### **Diversity & Inclusion**

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

#### **Risk Management**

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence.
- Adhere to organisational risk management policy and procedures.
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities.

- Identify new and emerging risk.
- Contribute feedback to risk management review processes.

**Professional Development & Performance Management**

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

**Quality Improvement**

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

**Privacy & Confidentiality**

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

All staff are required to read, understand and sign the Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Development and Discipline Policies, along with the relevant Enterprise Agreement.

**Additional Requirements:**

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions (all “Risk Assessed Roles” must provide a valid Working with Children Check)

All “Risk Assessed Roles”, in accordance with the National Disability Insurance Scheme (Practice Standards – Worker Screening ) Rules 2018, must provide an NDIS Worker Screening Check prior to commencement. If the Worker Screening Check has been applied for, but not issued prior to commencement, a written Risk Management Plan, that includes direct supervision, must be in place until such time the NDIS Worker Screening Check is issued.

In addition, all staff undertaking “Risk Assessed Roles” must complete the NDIS Worker Orientation Module, “Quality, Safety and You”, available online through the NDIS Quality and Safeguards Commission.

All “Risk Assessed Roles” are listed on the NDIS Worker Screening Database and notified to individuals via their employment offer.

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS’ discretion and activities may be added, removed or amended at any time.*

**Sign-off to verify agreement with this Position Description:**

<b>Incumbent</b>		<b>Date</b>	
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Manager		Date	
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