

Position Title: Case Manager

Campus: Horsham Campus

Directorate: Primary & Community Care

Department: Community Options

Reporting to: Community Options Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Welfare Worker Class 2 to 3 (depending on qualifications and experience)

Enterprise Agreement: Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The primary purpose of this position is the assessment of suitability and delivery of Case Management Packages to individuals who are at risk of premature or inappropriate admission to residential care or whose quality of life is adversely affected and who may have complex care needs. Case Managers are also required to liaise with service providers and other departments in Grampians Health to organise and facilitate the delivery of services and support as required.

KEY ACCOUNTABILITIES

1. Complete assessments of care recipients in conjunction with their carers and other relevant personnel and agencies
2. Formulate Individual client Daily Service Plans, Care Plans, budget and funding summary for each client according to the assessed needs
3. Complete individual funding summaries for each client
4. Work in partnership with clients to deliver appropriate packages
5. Undertake formal care plan reviews and implement required changes
6. Co-ordinate services between agencies; provide care in a timely manner and within approved cost limits
7. Maintain regular contact with clients / carers and service providers to ensure continued support/packages are appropriate with reviews conducted at required intervals
8. Provide case management and referrals to appropriate/specialist agencies as required
9. Provide support and relevant information to assist clients / carers with grievances and conflict resolution
10. Provision of up to date information to consumers, their carers and other service providers relating access to WCO services and eligibility
11. Transition arrangements with other service providers are made and confirmed prior to transfer/discharge of a client
12. Perform duty work on case manager duty roster as required
13. Flexibility in assisting other team members with varying tasks as workloads require to ensure the overall success of the Community Options team

KEY SELECTION CRITERIA

Essential:

- Relevant qualification or experience in case management, welfare, social work, nursing or allied health
- Advanced communication and interpersonal skills
- Well-developed computer and documentation / reporting skills and willingness to learn required IT programs
- Demonstrated commitment to quality service to consumers
- Current Victorian Drivers Licence

Desirable:

- Demonstrated understanding of and skills in case management
- Recent experience with community based services for people and their carer's
- Demonstrated skills with advocacy, negotiation and conflict resolution
- Demonstrated ability to work effectively within a multidisciplinary team

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.

- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.