

Position Title: Case Manager

Campus: Ballarat

Directorate: Primary & Community Care

Department: Carer Support Service

Reporting to: Team Leader

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Case Manager Community Programs (BZ007)

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

Carer Support Service (CSS) provides supports and services to carers living in Central Highlands, Central Grampians and Wimmera regions. CSS is a Carer Gateway service provider for all these regions, and provides services under the Victorian Support for Carers Program in Central Highlands region only. Our office is located in Mt Helen, where you will join a skilled team of health professionals and work within a supportive environment.

As a Case Manager, your role will be to work respectfully and compassionately with carers using a person-centred care approach, to understand their needs, engage and empower them to identify their goals, assist them to develop an action plan to meet these goals, organise and coordinate carer supports & services accordingly, and monitor the effectiveness of supports & services and the achievement of goals.

This role requires high levels of accountability, effective teamwork and strong competencies in Case Management. It requires you to excel in person-centred approach to assessment, care planning, care coordination, provision of information & advice, carer education, advocacy, referrals, assistance to navigate health system, complex care management, understanding needs of people from diverse backgrounds, stakeholder engagement, and service development.

KEY ACCOUNTABILITIES

- Knowledge and awareness of Carer Recognition Act and carers' Rights and Responsibilities. Educating carers about these, and respecting & following the same while providing supports and services to carers.
- Engaging in Carer Support Planning Process
 - Using Carer Support Framework of Integrated Carer Support Service model
 - Providing person-centred care and respecting & valuing diversity
 - On phone, over video calling platforms, face to face
 - Intake, admission, assessment, care planning, reviews
 - Service coordination and referrals
 - Provision of information, advice, advocacy services
 - Carer engagement and satisfaction surveys
- Active participation in programs / portfolios / special interest groups, e.g. Triage, Assessment and Planning, Care Plan Coordination, Coaching, IPPS, Response, Carer Education, Mental Health, Young Carers, LGBTIQ, CALD, ATSI, Disability, Aged Care, Dementia etc.
- Active participation in service development, promotion, carer and community engagement, networking.
- Commitment to and active engagement in safety and quality improvement practices, audits and accreditation, operational & clinical meetings, and other related activities.
- Commitment to ongoing professional development. Maintain current knowledge and demonstrate a commitment to continuing personal and professional growth. Actively participate in supervision and performance review processes.
- Demonstrated proficiency in Core Competencies:
 - Thorough understanding of and adherence to Privacy and Confidentiality
 - Teamwork, Respect, Accountability, Compassion, Collaboration, Peer Support
 - Managing caseloads and own work practices effectively and efficiently
 - Time management
 - Problem Solving
 - Effective and Efficient Communication
 - Respectful and responsive person-centred care
 - Accurate, effective and timely client record management
 - Working in multi-disciplinary team(s)
 - Equitable service provision

KEY SELECTION CRITERIA

Qualifications and experience

- Allied Health Professional/Nursing Degree/Human Services or equivalent tertiary qualification.
- Demonstrated knowledge and understanding of the needs of Carers, and the demands of caring role.
- Demonstrated knowledge of carer support services, Carer Recognition Act, and Carers' rights & responsibilities.
- Demonstrated ability and understanding of the provision of high-quality person-centred care.
- Demonstrated experience in undertaking assessment, care planning, service coordination, and assessing and managing relevant risks.

Technical/Professional Knowledge and Skills

- Understanding of current privacy, freedom of information and confidentiality legislation.
- Well-developed computer skills, including the ability to use Microsoft Office and databases.

Work Environment

- Capacity to work independently, autonomously and yet facilitate a collaborative culture to achieve desired outcomes for the consumer and organisation.
- Demonstrated knowledge of community-based services for people who are frail aged, have a disability, mental illness, dementia, complex & chronic medical condition(s).
- Demonstrated knowledge and experience of working with people from diverse backgrounds.
- Current unrestricted driver's license

Personal attributes and Interpersonal skills

- Demonstrated commitment to continuing professional development.
- Highly developed interpersonal skills, including excellent written and verbal communication as well as problem solving, negotiation and conflict resolution skills.
- Demonstrated positive working relationships with service providers across the aged, disability, mental health and community care sector.

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.