



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

HOME CARE PACKAGES PROGRAM CASE MANAGER POSITION DESCRIPTION

At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of high quality community and residential care for ageing members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Community Services Manager
Responsible for: The provision of high quality and coordinated casework services to HCPP consumers.

Position Context and Objectives:

The purpose of the role is to:

- Ensure effective provision of services to consumers to meet their needs
 - Ensure that services are managed in accordance with funding requirements, allocated budgets and contemporary human resource management approaches.
 - Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and CCSSCI policy.
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KEY RESPONSIBILITIES AND DUTIES:

1. Case Management

- 1.1 Be responsible for a caseload as allocated which includes:
 - a) Assessments;
 - b) Development, implementation and reviews of care plans and budgets;
 - c) Service coordination; and
 - d) Case Management;
- 1.2 Ensure compliance with relevant program guidelines standards (as set by funding bodies), Aged Care Act 1997, (currently under review due to the New Aged Care Reforms 2013) all other relevant policies and legislative requirements including privacy;
- 1.3 Ensure sharing of experience with the HCPP Team of direct service with challenging, high care and complex cases;
- 1.4 Monitor and evaluate programs within the allocated area of responsibility including appropriateness of service model incorporating continuous improvement and realignment implementation when required;

- 1.5 Make initial case assessment, identify consumer's goal(s), and develop a care plan, in consultation with the consumer, his/her primary carer, family and significant others, within an individualised budget;
- 1.6 Match the consumer with an appropriate Home Care Worker, if this is a service chosen by the consumer;
- 1.7 Formally introduce the Home Care Worker (e.g. via a home visit) to the consumer and his/her family;
- 1.8 Conduct or facilitate other assessments related to Supplements and/or consumer's fees as required;
- 1.9 Supply timely and accurate financial information of individual consumers to the Program Manager for the preparation of consumers' monthly statements. The information includes funds available, as well as expenditures of services used and purchases made for the month;
- 1.10 Conduct case reviews on a regular basis and monitor the care plans and budgets accordingly;
- 1.11 Make appropriate interventions based on consumers' care needs and preferences, e.g. use of varied or new services due to deterioration in consumer's health or upon discharge from hospital;
- 1.12 Provide information and support for the consumers and help them access and utilise other aged care services and community resources, where appropriate;
- 1.13 Undertake service coordination and liaise with the Aged Care Assessment Service, consumer's GP and other relevant service providers;
- 1.14 Ensure relevant documentation (e.g. case record, monthly statements and consumer's database) is updated and accurate.

2. After Hours Emergency Service

- 2.1 Be rostered on duty as required;
- 2.2 Report any incidents or issues of concerns to the Program Manager.

3. Service Development

- 3.1 Participate actively in the development, review and continuous improvement of the management system for the HCPP;
- 3.2 Take a proactive role in the identification of service gaps and the preparation of funding submissions;
- 3.3 Conduct/take part in research projects as directed and assist in data analysis and report writing.

4. Consumer and Community Engagement

- 4.1 Promote CCSSCI's services in general and the HCPP in particular within the Chinese-Victorian community and the mainstream society (e.g. Aged Care Assessment Services, mainstream aged care service providers and other allied health and health care services);
- 4.2 Deal with enquiries and assist prospective clients in the eligibility assessment process;
- 4.3 Ensure the provision of high quality customer services at all times by Home Care Workers with respect to the diversity and complexity of consumer needs in accordance with service standards;
- 4.4 Ensure effective monitoring to identify changes in consumer's needs and report on emerging gaps with current services provided;
- 4.5 Act as an advocate on behalf of the Chinese-speaking community in relation to their needs for community aged care services.

5. Human Resource Management

- 5.1 Assist in the recruitment and selection of Home Care Workers;
- 5.2 Assist in the development and evaluation of orientation and training programs for Home Care Workers; and to coordinate/present training sessions as required;
- 5.3 Provide leadership and direction to Home Care Workers;
- 5.4 Ensure that all timesheets and timesheet entries of Home Care Workers are correct and valid prior to approval and submission;
- 5.5 Have regular contact with Home Care Workers to ensure that care plans are implemented appropriately and services provided are compliant with all relevant standards and requirements;
- 5.6 Report to the Program Manager if there are any concerns in the performance of Home Care Workers;
- 5.7 Act as a mentor for new or less experienced Home Care Workers;
- 5.8 Ensure that performance of Home Care Workers is properly monitored and performance appraisals are conducted objectively and fairly within the allocated timeframe;
- 5.9 Undertake annual Home Care Workers performance and development plans and identify training needs to support staff development;
- 5.10 Coordinate, evaluate, review and continuously improve the system and processes related to performance monitoring and appraisal of Home Care Workers;
- 5.11 Collect feedback of consumers, their carers/families regarding the performance of individual Home Care Workers;
- 5.12 Handle complaints against Home Care Workers in accordance to relevant guidelines and to report to the HCPP Manager if further actions are required.

6. Continuous Improvement/Quality Management

- 6.1 Contribute to the success of CCSSCI as a leading aged care and welfare service provider;
- 6.2 Ensure compliance with CCSSCI's policies and procedures;
- 6.3 Support a culture of performance improvement and evaluation;
- 6.4 Ensure that legislative requirements regarding various aspects of the HCP and CDC services are complied with at all times, and are reinforced with staff;
- 6.5 Take an active role in the maintenance of well documented quality improvement plans and processes;
- 6.6 Participate in the preparation of Government's quality audits.

7. Administrative Duties

- 7.1 Assume the role of duty worker as rostered and handle enquiries and emergency situations whilst on duty;
- 7.2 Take minutes of Team meetings and other relevant meetings as directed;
- 7.3 Provide general support in daily operation, program evaluation and improvement, when required.
- 7.4 Undertaking other relevant administrative tasks as required.

8. Occupational Health and Safety

- 8.1 Adhere to Occupational Health and Safety regulations, policies and procedures.
- 8.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers.
- 8.3 Demonstrate awareness of OH&S law and safe manual handling as relevant to position.

- 8.4 Conduct home assessments to ensure that the physical environment is secure, safe and comfortable for the consumer and staff and that equipment is in good working order;
- 8.5 In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete accident/incident forms as may be required and report to the HCPP Manager.
- 8.6 In the event of hazard identification, complete relevant form and report to HCPP Manager.
- 8.7 Immediate reporting to HCPP Manager of notifiable issues e.g. elder abuse, key risks to the organisation.
- 8.8 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate.
- 8.9 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines, and reports any breakdown or requirements to HCPP Manager.
- 8.10 Participate in training and education sessions regarding occupational health and safety.

9. Professional Responsibilities

- 9.1 Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of consumers and staff, the daily operation of the HCP program and the reputation and interests of the organization;
 - 9.2 Actively participate in strategic planning activities as requested. This may include management meetings, education sessions and management and review of policies and procedures, quality review and special projects;
 - 9.3 Maintain abreast of current practice and trends in quality management systems as they relate to the provision of aged care services;
 - 9.4 Recognise the need for, and actively participate in continuing education and development;
 - 9.5 Network with relevant community and professional organisations as delegated, to represent and promote the interests of the organisation;
 - 9.6 Assist in the development of organisation and a positive attitude to consumer participation across the organisation;
 - 9.7 Comply with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating any and all information pertaining to consumers, staff and the operations of CCSSCI.
 - 9.8 Comply with all requirements of related professional body associated with.
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KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

- Tertiary qualifications in social work/welfare and community services and/or allied health.
 - Experience in community service management preferable.
 - Well-developed conceptual and working knowledge of the community aged care sector.
 - Demonstrated knowledge/experience in the management and development of community care programs.
 - Well-developed skills in the management of human and financial resources.
 - High level analytical, research and report writing skills.
 - Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands.
 - Demonstrated ability in budget development and financial control.
 - Demonstrated ability in service planning and development.
 - Demonstrated ability to provide leadership and support to delegated staff.
 - Well-developed skills in oral (English, Cantonese & Mandarin) and written (English & Chinese) communication.
 - An ability to gain co-operation and assistance from consumers, key stakeholders and employees in the management and development of the service.
 - An ability to liaise with industry counterparts and government agencies to discuss specialist matters.
 - Excellent communication, problem solving and conflict resolution skills.
 - Computer literacy – Intermediate to Advanced.
 - Current driver's licence and car for work use.
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