

Position title	Case Manager Aged Care		
Position holder	Vacant		
Program	Package Support		
Funded by	Commonwealth Government		
Based at location	Stawell		
Responsible to	<ul style="list-style-type: none"> • Package Support Program Leader • Manager Communities and In Home Assist • General Manager People and Community • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • None 		
Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	SACS Level 3.1 to Level 4.1		
Hourly rate	\$34.24 to \$39.49	Annual	\$67,658 to \$78,032
Status	Full time		
Hours per week	38 hours		
PD last updated	May 2023		

Position summary

The Case Manager is responsible for a case load of consumers and to provide backfill for other Case Managers as required.

Package Support offers case management to consumers of Home Care Packages (HCP), Linkages, Commonwealth Home Support Packages (CHSP), Carer Respite and Support Services.

Key responsibilities

1. Ensure the planning and delivery of a flexible, integrated and timely service including:
 - Assessment and reassessment as required
 - Creating and monitoring budgets
 - Confirming invoices
 - Support planning and goal setting
 - Ongoing monitoring and review of consumer support requirements.
2. Support the relationship between the consumer and the significant other to ensure optimal outcomes for both.
3. Within the delivery of the consumer-focused care, promote choice, empowerment, independence, wellness and enablement.
4. Act as Case Manager for people accepted onto Package Support programs and ensure that:
 - Individual support plans and budgets are developed monitored and reviewed in consultation with the consumer in response to their assessed needs and wishes, and in consultation with their significant other(s) and service providers that meet funding requirements.

- A formal review is undertaken of support plans as determined by the relevant program requirements or earlier if there are any changes for the consumer.
 - The delivery of services is coordinated between agencies, provided in a timely manner, and within the criteria and cost limits of the programs, as approved by the Manager and/or the Program Leader.
 - Progress is regularly monitored at consumers discretion through personal contact with the consumer and their significant others and liaison with service providers.
 - Basic counselling, support and advocacy on behalf of consumers are provided when necessary.
 - Shared Care service coordination is carried out with service providers as per support plan.
5. Ensure deadlines are met particularly for reports, data collection and client issues.
 6. Maintain appropriate files and information for consumers and other activities which are relevant and meet the program's reporting requirements.
 7. Provide supervision and support to students as required.
 8. Assist to provide activities and education and promote awareness of the Direct Support programs to the community and other service providers, using a community development approach such as information displays and sessions.
 9. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Social work, Welfare work, Case management, Cert IV in Disability or similar.

Mandatory:

- A good understanding of Home Care Packages and Carers, Commonwealth and State and a commitment to the philosophies.
- Ability to work collaboratively with key stakeholders to determine areas of collaboration and develop a solution approach.

Desirable

- Full COVID-19 vaccination status (including booster).
- Experience in working with aged and/or younger disabled people, people with mental health, and their carers within a community setting, together with an appreciation for and understanding of the presenting issues for people who are aged or have a disability, particularly within the rural environment.

Demonstrated skills and experience:

- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Employee Working with Children Check

Personal attributes

- Empowering
 - Professional
 - Inclusive
 - Courageous
 - Compassionate
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Conditions of employment

This position is full time ongoing and is subject to the successful completion of a six-month probationary period

And requires the following checks:

- Satisfactory police check
- Employee Working with Children Check

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn

Required training

- MARAM Identification and Screening
 - Sentrient online learning management system courses as required
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Employee acceptance of position:

Employee signature

Vacant

Date
