

Position title	Support For Carers Case Manager		
Position holder	Vacant		
Program	Package Support		
Funded by	State		
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 Support • 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 2022		
Classification	SACS Level 3.1 to 4.1		
Hourly rate	\$34.24 to \$39.49	Annual	\$67,658 to \$78,032
Status	Full Time		
Hours per week	38		
PD last updated and approved by CEO	May 2023		

Position summary

The Support for Carers Case Manager is responsible for supporting and responding to the needs of carers. The case manager offers advice and guidance, helping with assessment, planning, accessing resources, and offering emotional support.

Key responsibilities

1. Provide an easily identifiable and accessible point of contact where carers/clients can access the full range of information around carer support and respite provision available for them.
2. Contribute to a better understanding of carer burden within services and the community.
3. Determine eligibility of people who seek respite services and respond in a timely manner.
4. Ensure equitable access to carer respite services.
5. Encourage the development of formal and informal carer networks.
6. Formulate and implement individual support plans, monitor, and review.
7. Provide carer support, including information, counselling and advocacy.
8. Liaise with service providers to improve coordination and integration of services and to facilitate consumer focussed service provision.
9. Provide input into planning and development of innovative respite options in the sub region and across the Grampians Region.
10. Monitor and maintain accountability of the carer funding in accordance with funding streams.
11. Provide supervision and support to students as required.
12. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager, or the Chief Executive Officer.

Key selection criteria

Qualifications

- Tertiary qualifications in Welfare work, Social Work, Mental Health, Case Management or Nursing

Mandatory:

- Proven industry experience in case management.

Desirable

- A good understanding of carers and relevant experience supporting carers.
- A commitment to the philosophies of support for carers and carer wellbeing.
- A good understanding of Commonwealth and State funding.
- 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.
- Full COVID-19 vaccination status (including booster).

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 always maintain confidentiality.
- 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
- NDIS Worker Screening Check

Personal attributes

- Empowering
- Professional
- Inclusive
- Courageous
- Compassionate

Conditions of employment

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

And requires the following checks:

- Satisfactory police check
- Employee Working with Children Check
- Clear NDIS Worker Screening Check (where required)

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.

Employee acceptance of position:

Employee signature

Vacant

Date
