POSITION DESCRIPTION

Position Title	Case Manager - Home Care Packages		
Program Division	Community and Clinical Care		
Team Area	Home Care Packages		
Position number	VAC0434		
Classification Grade & Level	CHN Grade 3B Social Worker Grade 2 Health Professional Grade 2		
Enterprise Agreement or Award applicable	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015 Victorian Stand Alone Community Health Centres, Health Professionals Multi - Employer Agreement 2012 -2016		
Employment details	☐Full-time	☒**Part-time 0.8 FTE**	☐Casual
	AND		
	☒**Permanent on-going**	☐Fixed Term	
		Fixed term reason: ☐Parental Leave Replacement ☐Specific Project or Purpose	
Position reports to	Home Care Packages Coordinator		
Ordinary location(s)	Prahran		
Closing Date	Monday April 30th 2018		
Recruitment contact	Email: recruit@Starhealth.org.au		

Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spaning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of ***health and wellbeing for all***, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information: http://www.starhealth.org.au/

Purpose of Position

The purpose of this position is to provide high quality case management support to older people who have been allocated a Home Care Package (HCP). This will include using a Consumer Directed approach to implementing and monitoring care plans and delivery and brokerage of services within the package budget.

Key Responsibilities

Specific to this role:

- Use a Consumer Directed Care (CDC) approach to develop, implement and review care plans that reflect clients' needs and goals; Monitor care packages, reviewing and adjusting care plans as appropriate in consultation with HCP clients, carers and other relevant parties;
- Organise and monitor brokered services with contracted external providers;
- Develop and manage HCP individualised budgets in line with current Commonwealth Government CDC guidelines and the clients stated goals; Monitor and maintain records of expenditure and ensure client plans align with budget allocations;
- Work closely with Finance and Administration Coordinator with respect to client's statements, budgets and financial queries;
- Develop and maintain all documentation including referrals, assessments, care plans/reviews and service provision in line with ISCH standards; participation in the collection and analysis of statistical data as required;
- Provide services in compliance with all legislation and regulations;

Strategic / Organisational Initiatives:

- Continuous Quality Improvement - Identify continuous quality improvement opportunities and act upon when/where relevant;
- Community Participation - To undertake active and meaningful community participation and engagement;
- Professional Development - To attend and contribute to staff development and supervision programs, and to attend relevant courses and mandatory in-house training and participate in peer review/practice;
- Occupational Health & Safety - Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment;
- Performance Management Framework - Actively participate in an annual individual performance plan, which determines key responsibilities, strategies and performance indicators;
- Intellectual Property Policy - ISCH has an Intellectual Property Policy with which staff are required to understand and comply;
- Work in a way that is sensitivity to the needs of diverse needs of clients (specifically older people from culturally and linguistically diverse backgrounds or who identify as LGBTI+).

Key Capabilities

- **Communication**: The ability to present information clearly and persuasively and seek out the ideas and views of others. The capacity to adapt their manner to a particular situation, while being consistently professional, concise and engaging.
- **Decision making**: The capacity to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks. The ability to generate solutions to problems based on sound judgement and awareness of the potential implications of these solutions.
- **Teamwork**: The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.
- **Behavioural Flexibility**: The capacity to makes decisions in sometimes ambiguous circumstances and adjust strategies and behaviours as new information becomes available and as priorities change.
- **Action Management**: Ensure the timely delivery of work, and prioritise issues based on their importance and urgency.

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- **Interpersonal Relations**: Understand the importance of fostering positive relationships with co-workers and relevant external organisations. Treat all stakeholders with dignity, respect and fairness.
- **Client Focus**: The ability to ensure quality service provision and duty of care for all clients within their team.

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]	
Essential	Degree in Nursing, Social Work or other Allied Health
Preferred	Postgraduate qualifications in any of the following: Case Management, Community Care, Aged Care / Gerontology, Disease Management, Counselling, Psychology
Professional Membership(s)	AHPRA or AASW
Experience [Industry sector, field of practice]	
Essential	Experience in Aged Care Case Management
Preferred	Experience in the delivery of Home Care Packages

Key selection criteria – Essential	
Knowledge and skills	• Experience in assessment, case management and service delivery to older people living in the community. Preferably in the Home Care packages field. • Sound knowledge of the Aged Care Sector Reforms and the impact on Home Care Packages and other community services in the aged care sector; • Knowledge of and demonstrated commitment to Consumer Directed Care (CDC); • Experience in service brokerage and managing a budget within the CDC model; • Sound skills in decision making, problem solving, relationship building and negotiation; • Excellent communication skills both written & verbal; • Demonstrated ability to work effectively in both a team environment and autonomously; • Well-developed computer skills; Preferably experience in the use of e-Tools, Medicare and My Aged Care.
Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR	
Protecting Children Policy Information	• Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.
Organisational Responsibilities	
Personal qualities	• **Resilience** - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems. • **Initiative & Accountability** - Takes responsibility for actions and proactively implements work plan and addresses issues. • **Empathy and Cultural Awareness** - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others.
Other Licence(s)	Unrestricted Victorian Driver Licence (or equivalent)

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Important information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne
- Offers of employment are contingent upon:
    - A successful reference check (all positions);
    - Non-adverse Criminal Record check (all positions);
    - Fitness for Work medical examination (specific positions);
    - Holding and maintaining a valid 'Working with Children Check' (all positions)
    - Undertake a DHHS Disability Exclusion Worker Check (specific positions)

Star Health is an equal opportunity employer and encourages people with disabilities and individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

Some roles may require candidates to undertake psychometric testing prior to appointment.

Salary Packaging Information

- Star Health currently has two types of Salary Packaging:
    - General salary packaging of $15,900 per FBT year
    - Meal Entertainment/Facility leasing of $2,550 per FBT year

Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.

AUTHORISATION

Person who completed and authorises this Position Description	**Position Title:**	**Cassie Jones**
	Program / Division:	**Integrated Clinical Care**

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