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|  | Case Manager Position DescriptionAll Calvary ServicesVersion: 1  |

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| **Position Title:** | Case Manager |
| **Position Number:** | TBC | **Cost Centre:** | Various |
| **Site/Facility:** | Calvary Community Care- Various Service Centre |
| **Department:** | Operations |
| **Enterprise Agreement** | Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Classification:** | Award |
| **Reports To:** | Case Manager Team Leader/ Client Services Team Leader |
| **Date of Preparation:** | February 2017 | **Date Updated:** |  |
| **Primary Purpose** |
| The Case Manager is responsible for delivering case management that is person centred and enablement focussed, in accordance with Calvary Community Care policies and procedures, program guidelines, the National Standards of Practice for Case Management and the National Code of Ethics and CCC’s Case Management Model.The Case Manager will develop positive working relationships within the local service centre and more broadly across the organisation to facilitate improved outcomes for our clients. |
| Organisational Environment |
| At LCM Health Care our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. Our services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.As a stream of LCM Health Care, Calvary Community Care is a leading community care provider operating across Australia excluding Queensland and Western Australia. With more than 2,000 employees across 19 sites, Calvary Community Care provides a diverse range of community care services including domestic assistance, respite, personal and aged care. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.

***Service Development & Innovation:**** Provide Case Management for the agreed program in the designated area utilising evidence based practice to deliver quality care and service.
* Be knowledgeable of the various funding sources (ie Commonwealth Home Support Program (CHSP) Packages, Veterans' Home Care (DVA), DVA Community nursing Program, Respite Care and Community Housing.  etc) and work with the Service Delivery Enablement & Support stream to ensure effective management and utilisation of funds/services.
* Respond promptly and appropriately to all requests for service, according to company policies and procedures. This will involve:
* Assessing client needs, developing a collaborative, strengths-based Care Plan with the client and their carer/representative and implementing services which will meet their individual needs.
* Facilitating client ownership of decision making and respecting their choices.
* Establishing the Care Plan within an allocated budget, monitoring the budget and ensuring services adhere to the total budget.
* Facilitate referrals and work collaboratively with Nursing, Allied Health services (internal and external) and Medical Practitioners to address identified clinical needs.
* Providing information about service options within Calvary Community Care and more broadly across the community care sector.
* Liaising with key partners and various funding sources to facilitate referrals and action incoming referrals for eligible clients.
* Negotiating high needs referrals with external Case Managers and funding bodies and actioning referrals for eligible clients.
* Monitor and respond to all changes in client requirements, according to agreed expectations, providing prompt feedback to relevant stakeholders.
* Review client’s Care Plan and goals at agreed intervals, as circumstances dictate and as indicated by the program guidelines.
* Provide culturally appropriate care and services to CALD, ATSI and other Special Needs clients
* Participate in local service development to enhance client options within the community.

***Wise Stewardship**** Work within a budget framework and report regularly.
* Monitor client expenditure within resource allocation
* Identify and recommend contingency planning for each client
* Comply with reporting and administrative requirements for clients and employee and ensure that all data is accurate and up-to-date.
* Comply and work within all policies, procedures and guidelines of Calvary Community Care and of the funding body.
* Demonstrate the philosophy of responsive, flexible and individualised service provision.
* Contribute and participate in continuous improvement initiatives across the organisation.

***Community Engagement:**** Liaise with and develop positive working relationships within LCMHC with other professionals and agencies in the area, participating in relevant forums and meetings as indicated, particularly those with multicultural relevance.

 ***WH&S Responsibilities:*** * Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
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| **Key Relationships** |
| Internal: | * Area Manager
* Manager Clinical Services
* Registered Nurse
* Enrolled Nurse
* Case Manager
* General Manager Operations
* Service Coordinator
* Client Services Officer
* Support Workers
* Finance Department
* Learning and Development
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| External: | * Clients, families and related professionals/agencies
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| **Position Impact** |
| Direct Reports: | * n/a
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| Budget: | * Work within the funding parameters of Calvary Community Care’s budget
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| Competencies: | * Influencing Ability
* Change Management
* Managing and Measuring Work
* Relationship Building
* Customer Focus
* Coaching
* Team Work
* Interpersonal Savvy
* Innovative Decision Making
* Planning and Organising
* Operational Awareness
* Results Orientation
* Initiative
* Self Development
* Flexible and Adaptable
* Composure
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| Selection Criteria |
| * Commitment to the company’s philosophy of providing responsive, flexible and customer focused services, and the mission and values of Little Company of Mary Health Care – hospitality, healing, stewardship and respect.
* Relevant tertiary qualification in the community sector
* Demonstrated experience in the provision of case management services
* Driver’s Licence and insured motor vehicle
* Demonstrated experience in the aged/community/disability sector particularly working with clients with complex needs.
* Demonstrated commitment to the delivery of person centred, reablement focussed care.
* Demonstrated understanding of the financial principles of individualised client funding and experience in monitoring and reviewing individual budgets.
* Highly developed communication skills to ensure that the client’s needs and areas of opportunity are identified and actioned as part of the Case Management process.
* Demonstrated ability to adhere to program guidelines.
* Highly developed proficiency using computers including the Microsoft Office Suite with the ability to learn and adapt to new databases.
* Demonstrated ability to work in a team and negotiate with internal and external stakeholders to ensure accountability for service delivery.
* Demonstrated ability to understand reporting requirements and to comply with them.
* Commitment to participate in ongoing Professional Development.
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |