

POSITION DESCRIPTION
CARE MANAGER (NON-CLINICAL)

Job Title

CARE MANAGER

Line Reporting

Regional Manager

Purpose

This dynamic and important role within the myHomecare Group is to ensure and maintain a high standard of care, to enhance our values and support our clients.

Delivering best practice Client Care:

- Maintain a client portfolio providing care expertise and deliver best-practice care to clients living at home within myHomecare scope of practice.
- Develop and evaluate goal-based and reablement focused care plans. Maximising funding to define service plans focused on health, wellbeing and outcomes.
- Reassessment of care plans and service requirements in-line with program specific guidelines, hospital discharge and/or change in health condition.
- Utilisation of assessment tools as identified in support plan and comprehensive assessment.
- Support clients and their carers / families focused on high levels of communication and case management associated with client and their personalised care needs.
- Effective, accurate and timely documentation within Procura, aligned with requirements of the Aged Care Standards.
- In collaboration with Registered Nurse, Enrolled Nurse, Regional Manager or Portfolio Manager and relevant support teams including but not limited to Scheduling, HCP/CHSP Administration and Finance.
- Where appropriate Deliver 'day-to-day' frontline management of the Assistant Care Manager and community employees. This may involve scheduling, training / skill validations, quality reviews and providing leadership (where applicable).

Excellence in Customer Service:

- Deliver excellent customer service continuing to build myHomecare's reputation as the provider of choice.
- Ability to listen and understand client/family's needs and desires and develop established care plans within budget constraints and/or funding source availability.
- Proactive identification and management of client complaints. Actively resolving issues and mitigation to close concern focusing on minimising client discharges to competitors due to dissatisfaction.

Demonstrate continued commitment to professional development, adhere to the defined scope of practice and uphold the myHomecare Group values of **C-A-R-E**:-

Couragewe do what is right and fair

Action we strive to make a difference

Reliable we deliver on our promise of care

Empathy we seek to understand you as an individual

Summary of Key Responsibilities

Holistic Care:

- Provide a high level of holistic care including social, emotional, spiritual, and environmental within the myHomecare practice areas.

Care Skills:

- In partnership with intake, onboard home care Package (HCP) clients in a timely and efficient manner.
- Undertake comprehensive assessments of all clients, applying a person-centred approach and assessment tools in consultation with clinical employees as appropriate.
- In consultation with the client, family, and other healthcare professionals, develop the care plan based on planned goals identified in the assessment. Includes completion of specific assessment tools as appropriate.
- Regularly monitor and evaluate the effects of care provided to clients through planned reviews, reassessments, and care delivery outcomes.
- Confer with the Clinical Members/Regional Manager concerning the care delivery of clients with complex care needs. Engaging primary or other health professionals including but not limited; GPs and Allied Health professionals.
- Maintain and promote a positive and enthusiastic delivery of community care to myHomecare clients.
- Comply with organisational Policies and Procedures and associated standards including Aged Care Standards relating to client care delivery.
- Contribute to continuous quality improvement processes to ensure a high-quality service delivery.

Client Management:

- Monitor the resource needs of client – clinical, continence, personal etc and act to either acquire these through established process or to make recommendation to management for the supply of these.
- Assume the role of the client 'advocate' as required.
- Provide clients with information about community resources and support services available.
- Assist clients in accessing these services as required.
- Liaise with health and welfare personnel to ensure effective coordination of nursing care and other service provisions for the achievement of optimum client care and independence. (GP and Allied Health professionals).
- Ensure all clients' rights and confidentiality are maintained at all times.
- Respect and care for the property that belongs to the client and respective family.

- Monitor client satisfaction and act promptly if concerns are raised.

Frontline / Employee Management (where applicable):

- Direct line management and supervision of Assistant Care Managers as required.
- Foster effective working relationships and monitor employee satisfaction. Act as a role model for other employees.
- Be alert to any workplace harassment and bullying and raise the matter with the manager or HR Manager.
- Participate and conduct employee skill validations.
- Ensure compliance and continually reinforce awareness of safe work practices and work health and safety employee obligations.
- As a Care Manager, develop and maintain a positive work culture and report any unresolved employee issues to management.
- Actively participate in the performance management process as required.
- Conduct annual C.A.R.E reviews in accordance with organisational policy.

Quality Management and Customer Service:

- Full Knowledge, Practicing and Educating all community members on the Aged Care Quality Standards 2019, ISO 9001:2016 and ACIS 2018.
- Understanding of myHomecare Quality Management Framework.
- Ability to contribute to updating and implementing clinical and care policies, procedures, work instructions, flow-charts.
- On request attend Clinical Care Committee meetings or client case conferences.
- Understand every opportunity to respond to a client enquiry is an opportunity to showcase myHomecare and deliver excellence in customer service by providing desired outcomes.

Financial:

- Monitor and maximise budget performance of individual care packages.
- Manage approvals and funding of packages (where applicable).
- Assist clients to understand budget liabilities and applicable fees so that their obligation to ensure that services operate within agreed budgets is communicated to them.
- Negotiate/purchase the provision of services required to meet the identified needs of the client's care plan, within established guidelines and budget.

Quality Management & Customer Service:

- Full Knowledge, Practicing and Educating all staff members on the Aged Care Quality Standards 2019, ISO 9001:2016 and ACIS 2018.
- Understanding of myHomecare Group Quality Management Framework.
- Ability to contribute to updating and implementing policies, procedures, work instructions, flow-charts.
- On request attend meetings.

- Understand every opportunity to respond to a client enquiry is an opportunity to showcase myHomecare Group and deliver excellence in customer service by providing desired outcomes.

Work Environment

- Community – home based: The community provides the benefits of a highly autonomous and independent working environment; however, it demands a high level of practical problem-solving ability and effective 'day-to-day' organisational skills.
- myHomecare Office: myHomecare operates from local offices. The office is the nucleus for coordinating and managing the delivery of community care to all clients. The Care Manager will be working from their local office on scheduled days. The Care Manager will work from their local office, however where practical, may work from their home office on days that do not require them to be in the office.

Work Health and Safety

- Take reasonable care to ensure your own health and safety as well as the health and safety of those around you.
- Play a leading role in crisis management such as pandemics or natural disaster.
- Ensure team compliance with, as far as practical, all instructions given to ensure their health and safety.
- Ensure proper use of personal protective clothing and/or equipment provided.
- Lead safety meetings and encourage active participation of team members.
- Complies with myHomecare Group health and safety policy and legislative requirements.
- Performs all duties in accordance with accepted safe working practices and guidelines.
- Report any hazards, incidents, accidents or near misses.
- Works actively to resolve issues that may affect myHomecare Group or anybody else's health and safety.
- Attend and completes all prescribed training for their role.
- Compile and deliver relevant health and safety training, researching best practice and compiling packages to reinforce the learnings of health and safety.
- Adheres to safe manual handling practices.
- Acts within their professional boundaries and scope of practice.

Communications/Technology

- Strong written and verbal communication skills.
- Maintaining confidentiality in all dealings with clients and stakeholders.
- Promote and maintain effective communication channels between the client, myHomecare management, nursing employees, health professionals, government agencies and the client's family.
- Handle sensitive enquiries, often from anxious clients / family, with tact, discretion, and professionalism.
- Receive and process a request for information from the Management team, myHomecare employees, or general public.
- Obtain information from external sources effectively.
- Type required correspondence to clients, medical professionals, employees, and government agencies in a professional manner and style.
- Maintain an intermediate level of skills in Microsoft Word and Excel. Appropriate internal IT training will be provided.
- Utilise a smart phone to, answer and make calls, email / SMS, record time and attendance on clients scheduled visits, access client details, documents / forms, complete and submit a continuous improvement form, record client movements, document in client records and type dated notes, etc.
- Regular reporting as agreed with manger.
- Operate office equipment appropriate to the tasks to be completed – includes computers, fax, photocopier, and Teams for business system.
- Produce computer documents as required in an efficient manner. Includes Intermediate level skills in the use of Microsoft applications and other relevant databases.
- Data entry and report generation into and from relevant databases

Documentation

- Ensure a thorough understanding of the program guidelines and Standards.
- Maintain up-to-date and accurate documentation relating to client assessment, treatment plan, goal-based care plans and any other information relating to the client's care and well-being.
- Ensure all documentation is legible and in accordance with relevant government and legal guidelines.
- Ensure all written correspondence is professional in nature.
- When documenting refer to myHomecare Group list of acceptable abbreviations.
- Enter relevant client / employee dated notes into myHomecare Group client / employee management system and make appropriate, timely follow-up.

Learning and Development

- Be the source of continual encouragement, teaching and supervision of employees.
- Deliver, with assistance of management, a training session related to an area of expertise OR interest. Pursue training and development as stipulated in the myHomecare Group organisation structure for the specified level.
- Maintain and develop skills related to work role.

- Participate in regular care conversations in accordance with organisational policy.
- Attend face to face and eLearning training sessions and employee meetings, which are compulsory to attend.

Quality Management

- Follow policies, procedures, work instructions, and process maps as defined in QM system.
- Contribute to continuous improvement activities.
- Prepare documentation and attend internal / external audits on request.

Organisational

- Understand the full suite of programs and organisation structure provided by myHomecare Group to clients and targeted markets.
- Develop strong local relationships with key referrals sources such as My Aged Care, ACAT, the Regional Assessment Service (RAS), GPs, Discharge Planners (Hospitals), Brokerage agencies, and Private clients.
- Understand the values of myHomecare Group and promote the culture.
- Actively promote and uphold the reputation of myHomecare Group in all representations and communication.
- Understand the geographical structure of myHomecare Group.
- In conjunction with management, develop, gain approval and implement service growth strategies with appropriate marketing / PR activities.

Measurable Indicators of Individual Performance

<ul style="list-style-type: none"> - Presentation/dress code. - Punctuality. - Attitude. - Attendance to Learning and Development including eLearning. - Professional Development. - Communication including office and field employees, clients, carers, family member and external parties. 	<ul style="list-style-type: none"> - Initiative. - Confidentiality / Professional Boundaries. - Accuracy and timeliness of paperwork. - Excellence in Customer Service. - Employee retention. - Client retention.
---	---

Personnel Specification

Minimum Desired Qualifications
<ul style="list-style-type: none">- Certificate III in Individual Support (or similar).
Desirable Experience
<ul style="list-style-type: none">- Experience in Community Aged Care.- Certificate IV in Frontline Management.- Previous experience in managing an aged care workforce. Frontline management skills.- Existing knowledge on Home Care Packages (HCP) and Commonwealth Home Support Program (CHSP).- Existing knowledge on the Aged Care Quality Standards, 2019 ISO 9001:2016 and ACIS 2018.- Intermediate MS Office computer skills.
Additional Requirements
<ul style="list-style-type: none">- Passion and commitment to Aged Care and the desire to 'make a difference'.- Current National Police Clearance. – The right to work in Australia. – Qualification Certificate (and transcript when applicable).- Current COVID-19 Vaccinations.- Ability to work from a home office if required.- Ability to work collaboratively with the senior clinical team and Allied Health professionals.- Current First Aid Certificate (HLTAID003/4) and current CPR certificate (HLTAID001).- Current Drivers Licence, Vehicle Registration and Third-Party Property or Full Comprehensive Vehicle Insurance.
Essential Personal Attributes
<ul style="list-style-type: none">- Ability to treat employee and client information in strict confidence at all times.- Ability to identify clinical intervention and arrange implementation with relevant resource.- Skills in care management practice with an understanding of contemporary nursing theories (where relevant).- Self-motivated.- Problem-solving abilities with the ability to think critically.- Strong interpersonal and verbal / written communication skills.- Ability to work at a fast pace with effective time management skills.- Comfortable in working in a team environment with the ability to develop a courteous rapport with others.- Willingness to learn new systems, policies and procedures and be challenged by the development of a high growth business.- Ability and willingness to embrace change.- Ability to develop a relationship with clients, their family and employees.

PART B - POSITION DEMANDS CHECKLIST

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental /equipment adaptation that may be necessary for the occupant of this position.

Frequency Code		
O	=	occasionally
F	=	frequently
C	=	constantly
R	=	repetitively
N/A	=	not applicable to this position

Demands	Description	Frequency				
		O	F	C	R	N/A
Physical Demands of the Position						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels	•				
Leg/Foot Movement	Tasks involve use of the leg and/or foot to operate machinery					•
Hand/Arm Movement	Tasks involve use of hands/arms - eg, stacking, reaching, typing, sorting and inspecting			•		
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist	•				
Driving	Tasks involve operating any motor powered vehicle	•				
Sitting	Tasks involve remaining in a seated position during task performance			•		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended		•			
Walking	Tasks involve walking on even surfaces	•				
	Tasks involve walking on uneven surfaces	•				
	Tasks involve walking up steep slopes	•				
	Tasks involve walking down steep slopes	•				
	Tasks involve walking whilst pushing/pulling objects	•				
Climbing	Tasks involve climbing up or down stairs, ladders	•				
Working at heights	Tasks involve making use of ladders, foot stools etc, anything where the person stands on an object other than the ground					•
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to	•				

Demands	Description	Frequency				
		O	F	C	R	N/A
	another, usually holding an object within the hands/arms					
	1. Light lifting/carrying (0-9kg)				•	
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body, also includes striking or jerking	•				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands					•
Manual Dexterity	Tasks involve fine finger movements – eg. Keyboard operation, writing				•	
Sensory Demands of the Position						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - eg, looking at screen/keyboard in computer operation				•	
Hearing	Tasks involve working in a noisy area - eg, workshop and/or operation of noisy machinery/equipment					•
Smell	Tasks involve the use of the smell senses as an integral part of the task performance					•
Taste	Tasks involve use of taste as an integral part of task performance					•
Touch	Tasks involve use of touch as an integral part of task performance	•				
Psychosocial Demands of the Position						
	Tasks involve interacting with distressed people	•				
	Tasks involve interacting with people with mental illness/disability/cognitive impairment	•				
Exposure to Chemical Hazards						
Dust	Tasks involve working with dust					•
Gases	Tasks involve working with gases eg, oxygen					•
Fumes	Tasks involve working with fumes - eg, which may cause problems to health if inhaled					•
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - eg, dermatitis	•				
Hazardous Substances	Tasks involve handling hazardous substances including storage					•
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance - eg, glare					•

Demands	Description	Frequency				
		O	F	C	R	N/A
Sunlight	Exposure to sunlight					•
Temperature	Tasks involve working in temperature extremes - eg, working outdoors					•
Confined Spaces	Tasks involve working in confined spaces					•
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces	•				
Housekeeping	Tasks involve working with obstacles within the area - bad housekeeping	•				
Heights	Tasks involve working at heights below knee level and/or above shoulder height	•				
Manual Handling	Tasks involve manual handling tasks				•	
Biological Hazards						
Biological Products	Tasks involve working with blood/blood products/body fluids					•

Adapted from NSW Health Circular 2001/74