DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Case Manager - Transition Care Program |
| **Position Number:** | 519333, 530176 |
| **Classification:** | General Stream Band 4 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals South (Sub Acute Aged & Community Services)  Assessment and Case Management  Transition Care Program |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | South |
| **Reports to:** | Manager, Assessment & Case Management Services |
| **Effective Date:** | September 2024 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Desirable Requirements:** | Current Driver’s Licence |

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

### Primary Purpose:

Within Tasmanian Health Services framework:

* Provide Case management services to older persons identified as medically stable ready for discharge from the Acute Care Sector and who would benefit from time limited, goal orientated, therapy focused restorative care, within the Southern Region.
* Comply with the Department of Health and Ageing Transition Care Program Guidelines, Legislation and Reporting requirements.

### Duties:

1. Work with individual clients and their families to achieve all functions of the case management process for designated clients including:

* undertaking Comprehensive Assessment and Care Planning.
* presenting recommendations to the Service Manager ACM Sth and seeking approval for access to brokerage funds to meet assessed need.
* negotiating and coordinating service through structured care plans.
* planning and resource identification.
* Undertaking linkage and referral.
* service implementation and coordination.
* monitoring Service Delivery.
* advocacy.
* case closure and evaluation.

1. Maintain client records and prepare reports and correspondence as required.
2. Participate in staff development and community education activities.
3. Ensure personal safety and staff awareness of and compliance with the Workplace Health and Safety Act (1995) and Occupational Health and Safety policy and procedures, through the adoption of a best practice approach to continuing improvement in health and safety systems and practices.
4. Participate in strategic planning and policy and practice development with regard to the Transition Care Program.
5. Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
6. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### Key Accountabilities and Responsibilities:

* Work under the general direction and supervision of the CNC Assessor Transition Care Program and the Manager Assessment and Case Management Services.
* Responsible for developing and maintaining effective relationships with clients, their families and carers and for providing advice and support to team members.
* Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
* Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
* Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

### Pre-employment Conditions:

*It is the Employee’s responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre‑employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Well-developed understanding of and demonstrated ability to undertake the functions of the Case Management process as relevant to clients requiring time limited, goal orientated, therapy focused restorative care.
2. Demonstrated understanding and knowledge of the needs of older clients and the concept of packaged care and the use of brokerage funds.
3. Ability to exercise initiative and discretion within a health care setting, and quickly acquire knowledge of community networks and referral services relevant to the frail aged and their carers.
4. Well-developed written, oral communication and interpersonal skills, including the ability to lead discussions, negotiate agreements, interview and assess, problem solve, mediate and resolve conflict.
5. Demonstrated ability to function with minimal supervision on a day to day basis while contributing as a member of a case management team.
6. Demonstrated computer literacy and understanding of relevant Work Health and Safety responsibilities, legislation and standards.

### Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000.* The Department supports the [Consumer and Community Engagement Principles](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).