



POSITION DESCRIPTION

POSITION TITLE	Case Manager
DIVISION	Aged Care
DEPARTMENT	Community Care
REPORTS TO	Regional Team Leader

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

The Aged Care Division at the Brotherhood of St Laurence provides residential services, independent living accommodation for people on low incomes and home-based services for older people and people with disabilities living in their homes.

Community Care - The Community Care department provides independent living accommodation for people on low income and at risk of homelessness, and delivers in home care, day and overnight respite, and social support.

POSITION PURPOSE

This position consults and works with consumers, their carers, service providers as well as the Brotherhood Home Care team to provide integrated high-quality services in accordance with funding and legislative requirements.

KEY RESPONSIBILITIES

- Be the primary point of contact for consumers, carers and service providers for information on services available and support with health issues related to disability and ageing, including dementia
- In partnership with clients and carers, undertake consumer assessments including planning, monitoring and regular reviews using a person centred and reablement approach to provide support and to develop options with clients that meet their needs and aspirations, within the financial resources available to them
- Support and respond to consumers and carers issues/concerns taking appropriate actions to resolve them and escalating matters to the Regional Team Leader – HCP where appropriate in a timely manner
- Locate and arrange customised services required by the carer and consumer as per the agreed care plan liaising with internal and/ or external stakeholders as needed
- Implement and coordinate where appropriate any changes to consumer plans, liaising with medical practitioners, service providers and other referring agencies
- Monitor and review consumer's service allocation with the client and carer ensuring total care plan costs remain within the approved budget allocation
- Attend consumer discussion meetings, VCAT hearings and act as an advocate on behalf of consumer/carer where agreed
- Adhere to applicable legislation, program KPIs and Brotherhood policies and procedures
- Actively promote and refer consumers to Brotherhood services
- Support the implementation of the agreed business plan, targets and outcomes
- Complete and maintain accurate documentation in relation to care plans and service provision ensuring stakeholders are notified of any updates or alterations in a timely manner
- Record and maintain up to date consumer records using 'The Care Manager (TCM)' software and/or other relevant forms accurately
- Generate and provide information and reports as requested, including handover notes regarding consumers and ensure assessment tools and data entry is completed with all consumer information in a timely manner
- Other duties as required

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and it

may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

SCOPE OF RESPONSIBILITY

Direct Reports: N/A

Indirect Reports: N/A

KEY SELECTION CRITERIA

Career Experience:

- Proven experience in person centred case management and a reablement approach in the aged care and/or disability sector including provision of support to people with dementia
- Significant experience in the development of person-centred planning and the ability to demonstrate a clear understanding of case management, assessments, networking and advocacy
- Experience in using database management software
- Marketing and/or sales skills

Personal Qualities:

- Strong interpersonal and communication skills
- Well-developed time management and organisational skills
- Demonstrated ability to work autonomously as well as collaboratively as a team member to achieve goals
- Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- Relevant tertiary qualifications in Social Work, Nursing (Division 1), Occupational Therapy, Psychology, Disability, Psychiatric Nursing, Physiotherapy, Welfare, or other related discipline
- Current Victorian Drivers Licence

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include work based travel including attendance at a variety of different work locations
- This position may be required to work using mobile technology
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required - BSL will support successful candidates in this process

- A Statutory Declaration is required - BSL will support successful candidates in this process
- A Working with Children Check is required - BSL will support successful candidates in this process
- Aged Care Banning Orders Register checks shall be undertaken

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.