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SA Health Job Pack

Job Title	Case Manager Home Care Package Program
Eligibility	Open to Everyone
Job Number	864008
Applications Closing Date	2 nd May 2024
Region / Division	Riverland Mallee Coorong Local Health Network
Health Service	Community Health - Home Care Package Program
Location	Barmera
Classification	Multi-classed: ENC/END or OPS2
Job Status	Temporary Part Time (30 hours per week) up to 30 June 2025
Salary	ENC - \$62,128 - \$69,935 p.a. (pro rata) END - \$64,503 - \$72,651 p.a. (pro rata) OPS2 - \$57,842 - \$62,221 p.a. (pro rata)

Contact Details

Full name	Julie Shaw
Position	Home Care Package Coordinator
Phone number	8588 0451
Email address	julie.shaw@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Working with Children Check (WWCC) - **DHS**
- ☒ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category A (direct contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Please click here for further information on these requirements.](#)

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



ROLE DESCRIPTION

Role Title	Enrolled Nurse Case Manager - HCP
Classification Code	Enrolled Nurse (Certificate and Diploma) EN/ ENMA/ ENDP
Local Health Network	Riverland Mallee Coorong Local Health Network Inc
Hospital/ Service/ Cluster	Riverland Mallee Coorong Local Health Network Inc
Division	Country Health Connect
Department/Section / Unit/ Ward	Home Care Package Program (Riverland)
Role reports to	Registered Nurse, Home Care Packages, Healthy Ageing Team Coordinator - HCP
Role Created/ Reviewed Date	June 2023
Criminal History Clearance Requirements	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A

ROLE CONTEXT

Primary Objective(s) of role:

The Enrolled Nurse Case Manager – HCP provides high-quality home-based care to complex Home Care Package (HCP) Program consumers, based on the philosophy of supporting individuals to remain living at home; and to enable consumers to have choice and flexibility in the way their aged care and support is provided at home.

The Case Manager will work with consumers, their family, advocate, or carer to identify goals that will form the basis of the Home Care Agreement and Care plan. They will also under guidance utilise their professional judgement to design flexible and appropriate solutions and tailor service delivery to meet the consumer's unique needs within the boundaries of budget allocation and agreed risk parameters.

The Enrolled Nurse supports the Registered Nurse/Midwife in the provision of person-centred care consistent with regulatory and statutory requirements. Practice at this level is from novice to proficient Enrolled Nurse practice. Employees at this level work under the direction and supervision of the Registered Nurse/Midwife, however at all times the Enrolled Nurse retains responsibility for his/her actions and remains accountable in providing nursing/midwifery care.

Key Relationships/ Interactions:

Internal

The Enrolled Nurse:

- > Works under the direct or indirect supervision of a Registered Nurse and or Midwife
- > The Case Manager reports to the Coordinator – HCP
- > Liaises closely with other HCP Case Managers and Direct Care Workers
- > The Case Manager liaises effectively and works closely with other teams and stakeholders to negotiate access to Country Health Connect services/ supports for eligible clients.
- > Develops and maintains effective working relationships at all levels within the health service and with other agencies.

External

- > Develops and maintains effective working relationships with other agencies including non-government organisations and service providers.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > There are significant community groups in the local area including consumers from culturally and linguistically diverse backgrounds, which require supportive strategies to ensure equitable access to health information and services.
- > The Case Manager requires a broad range of knowledge and skills. The incumbent is required to function under indirect supervision, maintaining adequate time management, assist in the delivery of high-quality home care services and ensure compliance with policies and legislation relevant in a health care setting.
- > Recognising and responding to clinical deterioration or other incidents and escalating appropriately
- > Providing evidenced based care, developing clinical skills while keeping up to date with professional standards of practice and quality management initiatives consistent with organisational policies

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA)
- > *SA Information Privacy Principles*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009* (SA), *Health Care Act* (SA) 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009* (SA) and Regulations
- > *Controlled Substances Act 1984* (SA) and Regulations
- > The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- > The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)

- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time
- > SA Health / Riverland Mallee Coorong Local Health Network Inc policies, procedures and standards.

Handling of Official Information:

- > By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.
- > SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- > SA Health employees will not misuse information gained in their official capacity.
- > SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

RMCLHN has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by RMCLHN regarding acceptable workplace behaviour.

Cultural Statement:

RMCLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

The majority of information in this section will be standard, however there may be some variation between specific positions eg if an incumbent requires an unrestricted drivers licence, to travel, work a 24-7 roster. Any additions to this section to be approved by HR.

*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider for Aged Care Related Work, confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 (and pursuant to the National Disability Insurance Scheme - Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory National Disability Insurance Scheme (NDIS) Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > The position is primarily located in the Riverland but the incumbent maybe required to work from other sites within the RMCLHN area.
- > Must be an Australian Resident or hold a current working visa.
- > Current driver's license and willingness to drive.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, Riverland Mallee Coorong Local Health Network Inc will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing LHN employees with continuous employment within the LHN which commenced prior to 1 October 2016.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Case Management and clinical care	<p>Provides high-quality home-based care to Home Care Package Program consumers by.</p> <ul style="list-style-type: none"> > Conduct initial interviews with prospective consumers and their representatives detailing the programs scope, their expectations and goals, risks and documenting relevant information. > Assist with Case Management of consumers by regular monitoring of Care Plans and ensure that an optimum level of services are maintained to meet changing needs and also align with the funding provided. > Liaise with the Aged Care Coordinator – Packaged Care regarding the selection of appropriate direct care staff for consumer service provision ensuring orientation and matching of individuals. > Ensure that consumers are made aware of their rights respecting their privacy, confidentiality, and dignity, fulfilling duty of care requirements. > Promote continuity of care for consumers through effective liaison with hospital and residential aged care staff, other health professionals and agencies involved when appropriate. > Ensure a high standard of flexible service provision through the development, understanding and maintenance of the impact of complex needs in relation to consumer directed care. > Communicate effectively with consumers, their carers and families recognising and respecting individual differences, backgrounds, and beliefs. > Participate in an on-call roster. > Demonstrates knowledge and skill in assessment, care, and routine procedures for area of practice. > Under the direction of a registered nurse makes decisions and takes initiative to plan and complete nursing care tasks within their scope of practice.
Documentation and Administration	<ul style="list-style-type: none"> > Maintain accurate and timely consumer records and statistical data. > Maintain up to date safe operating procedures > Provide negotiated assistance to consumers by the delivery, monitoring and retrieval of specified items of equipment and ensure items are in safe working condition and records maintained. > Contribute to the effective functioning of the Program by following agreed procedures, policies, and guidelines for service provision > Ensure effective functioning of the service in assisting to fulfil the organisations reporting requirements and budget monitoring
Education	<ul style="list-style-type: none"> > Provides education to patients/clients, families and carers. > Contributes to the education of others. > Continue own professional development, seek learning opportunities and maintains own professional development portfolio of learning and experience. > Attendance at staff meetings and in-service programs
Teamwork and Communication	<ul style="list-style-type: none"> > Work as part of a multidisciplinary team to ensure holistic assessment, review, and ongoing management of consumer choice in care requirements and social needs. > Contribute to the effective functioning of the program by aiding the ANUM – Aged and Aged Care Coordinator – Packaged Care in the orientation and training of Direct Care Worker staff.

Continuous Quality Improvement	<ul style="list-style-type: none">> Contributes to quality improvement.> Provides assistance to other members of the health care team in provision of care to individuals/groups, including overseeing the work of an AIN/M and students.> Promote a culturally sensitive environment> Promote a safe, healthy and hazard free working environment by conducting home risk assessments and fulfilling employee responsibilities under Work Health, Safety legislation applicable in the state of South Australia> Implement and maintain quality activities and standards in accordance with the Australian Aged Care Quality and Safety Commission Standards to ensure ongoing provision of high quality service to consumers
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Enrolled or eligible for enrolment as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate

Personal Abilities/Aptitudes/Skills:

- > Effective verbal and written communication skills
- > Ability to work in a multidisciplinary team environment
- > Ability to prioritise workload, recognise and report changes in clinical condition
- > Ability to provide person-centred care

Experience

- > Experience in the provision of nursing care in the healthcare setting in accordance with the appropriate standards of practice

Knowledge

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics, and competency standards.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Additional education/qualifications in area of practice

Personal Abilities/Aptitudes/Skills:

- > Experience relevant to working in a community setting.
- > Demonstrate creativity, initiative, and problem-solving skills.
- > Ability to liaise effectively with a wide range of health professionals, human service agencies and community groups

Experience

- > Experience in assisting with quality improvement activities within a healthcare setting
- > Experience in the use of computer packages e.g., Microsoft Word, Excel

Knowledge

- > Knowledge of contemporary nursing and health care issue

ORGANISATIONAL CONTEXT

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care, and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological, and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

The objective for the Home Care Package Program is "to assist people to remain living at home for as long as possible; and to enable consumers to have choice and flexibility in the way care and support is provided

VALUES

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____

Role Title: _____

Date: _____

Signature: _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: _____

Signature: _____

Date: _____



ROLE DESCRIPTION

Role Title:	Case Manager Home Care Package Program
Classification Code:	OPS2
LHN/ HN/ SAAS/ DHA:	<input checked="" type="checkbox"/> Riverland Mallee Coorong LHN
Hospital/ Service/ Cluster	Riverland Mallee Coorong Rural Region
Division:	Community Health
Department/Section / Unit/ Ward:	Home Care Packages (HCP)
Role reports to:	Home Care Package Coordinator
Role Created/ Reviewed Date:	September 2015
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A

ROLE CONTEXT

Primary Objective(s) of role:

Provides high quality home based care to Home Care Packages consumers, based on the philosophy of supporting individuals in their chosen environment.

The objectives of the Home Care Packages are:

- to assist people to remain living at home; and
- to enable consumers to have choice and flexibility in the way their aged care and support is provided at home
- to take a strengths based goal directed approach to designing and delivering the care and support

The Case Manager will work with consumers, their family, advocate or carer to identify goals that will form the basis of the Home Care Agreement and Care plan. The service plan that is developed should contribute to the successful attainment of the goals.

Case Managers will be empowered to utilise their expertise and professional judgement to design flexible and appropriate solutions and tailor service delivery to meet the consumer's unique needs within the boundaries of budget allocation and agreed risk parameters.

>

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal

- > HCP Team Meetings
- > HCP Consumer Care Planning Meetings
- > HCP Case Management Team Meetings
- > Liaises with other Community Health workers and service providers within the Region.
- > Develops and maintains effective working relationships at all levels within the health service and with other agencies.
- >

External

>

Challenges associated with Role:

Major challenges currently associated with the role include:

- > There are significant community groups in the local area including consumers from culturally and linguistically diverse backgrounds, which require supportive strategies to ensure equitable access to health information and services.
- > The Case Manager requires a broad range of knowledge and skills. The incumbent is required to function under indirect supervision, maintaining adequate time management, assist in the delivery of high quality home care services and ensure compliance with policies and legislation relevant in a health care setting.

Delegations:

> N/A

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

Riverland Mallee Coorong LHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Riverland Mallee Coorong LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Case Management	<ul style="list-style-type: none"> > Provides high quality home based care to Home Care Package consumers, based on the philosophy of supporting individuals in their chosen environment. > Under direction assist in conducting holistic assessments and the negotiation of Care Plans that maximise the consumers independence, wellbeing and dignity. > Conduct initial interviews with prospective consumers and their representatives detailing the programs scope, their expectations and documenting relevant information. > Assist with Case Management of consumers by regular monitoring of Care Plans and Consumer budgets to ensure that an optimum level of services are maintained to meet changing needs; > Liaise with the HCP Coordinators regarding the selection of appropriate skilled staff for consumer service provision ensuring orientation and matching of individuals. > Ensure that consumers are made aware of their rights respecting their privacy, confidentiality and dignity, fulfilling duty of care requirements. > Under direction assess the ability of potential consumers to pay monthly contributions and maintain mechanism for collection and recording. > Promote continuity of care for consumers through attending case management meetings and effective liaison with hospital and residential aged care staff, other health professionals and agencies involved when appropriate. > Ensure a high standard of flexible service provision through the development, understanding and maintenance of the impact of complex needs in relation to consumer directed care. > Communicate effectively with consumers, their carers and families recognising and respecting individual differences, backgrounds and beliefs; > Ensure that primary health care and social justice principles underpin the delivery of services
Documentation and Administration	<ul style="list-style-type: none"> > Maintain accurate and timely consumer records and statistical data. > Formulate and maintain up to date safe operating procedures in liaison with the Community Care Coordinator, QRS Business Unit and other relevant stakeholders. > Provide negotiated assistance to consumers by the delivery, monitoring and retrieval of specified items of equipment and ensure items are in safe working condition and records maintained. > Enhance consumer independence through the delivery of direct service provision by assisting in personal care, rehabilitation activities and self-medication under the direction of professional staff. > Contribute to the effective functioning of the Program by following agreed procedures, policies and guidelines for service provision and in the identification of gaps within the program. > Ensure effective functioning of the service in assisting to fulfil the organisations reporting requirements and budget monitoring.

Teamwork Communication	and	<ul style="list-style-type: none"> > Work as part of a multidisciplinary team to ensure holistic assessment, review and ongoing management of consumer choice in care requirements and social needs. > Contribute to the effective functioning of the program by aiding the HCP Coordinators in the recruitment and training of Support Worker – Community (CSW) staff.
Continuous Improvement	Quality	<ul style="list-style-type: none"> > Promote a culturally sensitive environment > Promote a safe, healthy and hazard free working environment by conducting home risk assessments and fulfilling employee responsibilities under Work Health, Safety legislation applicable in the state of South Australia > Contribute to the health of Riverland residents by participating in service- wide activities such as needs assessment, service planning, and screening and health promotion. > Implement and maintain quality activities and standards in accordance with the Home and Community Care Standards instrument to ensure ongoing provision of high quality service to consumers
Personal and Professional Development		<ul style="list-style-type: none"> > Attendance at staff meetings and in-service programs > Maintaining knowledge and skills relevant to the position through participation and in contribution to the facility staff development program. This includes attending mandatory training (i.e. orientation to the organisation, OHS&W, fire training)

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Good communication skills, both oral and written.
- > Ability to function under indirect supervision and exercise necessary independent judgement.
- > Ability to work effectively as a team member.
- > Ability to maintain positive work environment.
- > Demonstrated competence in conflict management and resolution.
- > Demonstrated empathy with aged persons.
- > Good interpersonal skills and holistic assessment skills.
- > Good time management skills, flexibility and an ability to set goals; prioritise tasks and work under pressure.
- > Ability to work and communicate with consumers, families, colleagues and other agencies.

Experience

- > Experience in assisting with and promoting social inclusion.
- > Experience in consumer directed care.
- > Aged care experience.
- > Experience relevant to working in a community setting.
- > Experience in the use of personal computers and computerised client information systems

Knowledge

- > An understanding of the needs of frail aged community members.
- > A general understanding of the health and aged care system.
- > Some understanding of financial and statistical reporting requirements.
- > Ability to manage service provision safety in the workplace in accordance with current WHS policies and legislation.
- > Understanding of the principles of social justice and primary health care principles.
- > Knowledge of local services available within the community.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A qualification in health, aged care or primary health care promotion at TAFE SA Certificate 3 level equivalent or above.

Personal Abilities/Aptitudes/Skills:

- > Strong commitment to the promotion and continuous improvement of health care services to the community.
- > Ability to liaise/plan with regional colleagues and take on responsibilities relating to regional meetings and program activities.
- > Demonstrate creativity, initiative and problem-solving skills.
- > Ability to liaise effectively with a wide range of health professionals, human service agencies and community groups.

Experience

- > Experience in the delivery of innovative consumer directed care for individuals.
- > Significant experience working in a community based setting.
- > Experience working within a multidisciplinary team setting.
- > Experience working with people with complex needs.

Knowledge

- > An understanding of the "Consumer Directed Care" model of care
- > An understanding of the philosophy of social inclusion.
- > An understanding of the principles of primary health care.
- > An understanding of the philosophy of individuals remaining in their chosen environment.
- > An understanding of applying quality assurance initiatives in relation to aged care.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The Riverland Mallee Coorong Local Health Network is incorporated under the *SA Health Care Act 2008* and has a Governing Board which reports to the Minister for Health and Wellbeing.

The Riverland Mallee Coorong Local Health Network supports approximately 68,000 people living in the Riverland, and the Murray River, Lakes and Coorong areas of South Australia, extending east to the Victorian Border. This includes the towns and surrounds of Renmark, Paringa, Berri, Barmera, Waikerie, Loxton, Pinnaroo, Lamerloo, Karoonda, Mannum, Murray Bridge, Tailem Bend and Meningie.

Our wide range of health care services include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis services, community and allied health, and aged care services.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: