

## Statement of Duties

<b>Position Title:</b> Case Manager - Community Options Service South	<b>Position Number:</b> 515039	<b>Effective Date:</b> June 2020
<b>Group:</b> Hospitals South		
<b>Section:</b> Primary Health Services	<b>Location:</b> South	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time	
<b>Level:</b> Band 4	<b>Classification:</b> General Stream	
<b>Reports To:</b> Manager - Assessment & Case Management Services		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

Provide a case management service to frail aged and younger clients with disabilities and their carers.

### Duties:

1. In collaboration with individual clients, family members, carers and other service providers, provide all functions of the case management service for designated clients including:
  - Needs assessment and outreach for the client group.
  - Comprehensive assessment.
  - Planning and resource identification.
  - Linkage and referral.
  - Service implementation and coordination.
  - Monitoring service delivery.
  - Advocacy.
  - Evaluation and closure.
2. Maintain records, including use of electronic client database, and prepare reports and correspondence as required.
3. Participate in staff development and community education activities.

4. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
5. 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.

### **Scope of Work Performed:**

- Works under the general direction and supervision of the Manager - Assessment & Case Management Services.
- Participate in strategic planning and policy and practice development with regard to Assessment and Case Management South.
- Responsible for developing and maintaining effective relationships with clients, their families and carers and for providing advice and support to team members.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

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:
  - a) crimes of violence
  - b) sex related offences
  - c) serious drug offences
  - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### **Desirable Requirements:**

- Current Driver's Licence.
- Holds or is working towards a qualification in the human services area which includes units of case management/case work practice.

**Selection Criteria:**

1. Well-developed understanding of and demonstrated ability to undertake the functions of the case management process as relevant to clients and carers, including those with complex care needs.
2. Ability to exercise initiative and discretion within a health care setting, and quickly acquire knowledge of local community networks and referral services relevant to the frail aged and younger people with disabilities, and their carers.
3. Well-developed written and oral communication and interpersonal skills, including the ability to lead discussions, negotiate agreements, interview and assess, problem solve, mediate and resolve conflicts effectively with individuals and agencies in the provision of community care services.
4. Demonstrated ability to function with minimal supervision on a day-to-day basis while contributing as a member of a case management team.
5. Competent keyboard skills and experience in the use of personal computer applications such as Microsoft Word, Excel, Access, and other databases related to the maintenance of client information.
6. Demonstrated knowledge and understanding of the principles of quality improvement, consumer safety, and relevant Work Health & Safety responsibilities, legislation and standards.

**Working Environment:**

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.