



## POSITION SPECIFICATION

**POSITION TITLE:** Case Manager  
**CLASSIFICATION:** TBA  
**DEPT:** Home Care Packages  
**APPROVED BY:** C.E.O

### OUR MISSION, VISION AND VALUES

**Our Mission:** Providing our community with quality care and health service options.

**Our Vision:** To encourage our community to experience quality of life by providing Responsive, Sustainable, Compassionate, Innovative and Quality Services.

#### **Our Values:**

<b>Service</b>	Assist all residents and clients to the best of your abilities in a kind and courteous manner.
<b>Honesty</b>	Holding yourself to the highest of morals and decency when associating with peers, residents and clients.
<b>Accountability</b>	Taking responsibility for yourself and those associated with you and being answerable to your mistakes.
<b>Respect</b>	Understanding everyone has a point of view, respect for each person and role.
<b>Excellence</b>	To never become complacent, aim to excel in your field and provide safe and excellent care.

### ORGANISATION AND ENVIRONMENT

Cobdenhealth operates an accredited 60 bed aged care facility separated into two wings, Lovely Banks and Heytesbury Lodge.

Cobdenhealth provides the community with quality care and health service options including extensive Community Services, accredited Urgent Care Centre providing emergency stabilisation service 24 hours a day, Home Care Packages (HCP), The Rodney Grove Community Aquatic Centre, Gym and a Men's Shed.

*Cobdenhealth is an Equal Opportunity Employer.*

## **POSITION OBJECTIVE**

To provide Case Management to the Home Care Packages clients and community members.

## **ORGANISATIONAL RELATIONSHIPS**

<b>Reports to:</b>	Home Care Packages Supervisor
<b>Directly supervises:</b>	NIL
<b>Internal liaisons:</b>	Chief Executive Officer (CEO) Cobdenhealth Corporate Staff All other Cobdenhealth Staff

## **KEY ORGANISATIONAL RESPONSIBILITIES**

### **Organisation Culture**

- To understand and adopt Cobdenhealth values in all areas of work with attention to customer service, teamwork and community relations acting as a role model for the organisational values.

### **Customer Focus**

- Ensure all communications follow a customer first approach.

### **Occupational Health and Safety**

- Provide leadership in taking responsibility for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions in the workplace.
- Maintain a practical understanding and participate in future development of the emergency management plan.
- To comply with all relevant legislation requirements, organisational policies, vision & mission statements and core values including, but not restricted to:
  - Infection Control Policies.
  - Occupational Health and Safety policies and regulations.
  - Fire, disaster and other emergency procedures.
  - Attend initial orientation/induction and annual compulsory training.
  - To assist and support injured workers Return to Work.

### **Risk Management**

- Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained in accordance with the organisations risk management policies and guidelines.

### **Management and Control**

- Ensure professional, moral, ethical and responsible management practices in all areas of responsibility.
- Understand and take responsibility to work within the delegations of authority.

### **Quality Management**

- To take an active role in applicable Accreditation processes.
- Ensure all services are provided within a quality and risk management framework, with demonstrated outcomes.
- Ensure all work conducted meets regulatory and organisation standard.

### **Confidentiality**

- All material and information is to be deemed to be of a confidential nature and any breach of this confidentiality shall be a breach of the employment contract, and will lead to termination of employment. The precise nature of confidential information is contained in the "Privacy, Confidentiality & Security" Agreement.

## **KEY DUTIES AND RESPONSIBILITIES**

- Implementation of the delivery of quality client care that is flexible, individualised and responsive to their needs and work within the clients designated budget.
- Provision of appropriate documentation that enhances service delivery and meets the minimum government requirements.
- Completion of statistical data as required under the supervision or in the absence of the Home Care Packages Supervisor.
- Maintains effective communication both internally and externally.
- Adequate dealings with complaints or concerns as they arise.
- Ensures a continuous improvement approach to care.
- Focus on own practice and working in a professional and organised manner.
- Maintains confidentiality of clients and their affairs.
- Ensure all service providers work within the objectives and plan for all clients.
- Awareness of the processes of charges for all clients of the service.
- Attend staff meetings as required.
- To promote the services of the facility to the residents, clients and community in a positive manner.
- To pursue standards of excellence through Best Practice and Continuous Improvement.
- To ensure absolute integrity and trust throughout all members of staff, public, and respect the rights of individuals.
- To participate in committees as required and provide opinions and information on a regular and planned basis.
- Work closely with all other service providers and contractors of the HCP programs

## **PROFESSIONAL ACCOUNTABILITY**

### **Leadership and Personnel Management**

- Exhibit leadership behaviours and provide a professional role model.
- Participate in the appraisal process as directed by the Home Care Packages Supervisor.
- Motivate and educate all staff and students to optimise involvement and responsibility.

### **Quality and Evidence Based Practice**

- Manage activities as required in consultation with the Home Care Packages Supervisor.
- Be familiar with the Quality plans for the Organisation and participate in meeting those plans.

### **Risk Management**

- Ensure all decisions are in line with your scope of delegation.
- Take responsibility for reporting all events outside normal daily routine with possible risk implications be reported in an appropriate time frame and/or logged.
- Participate in the ongoing development and maintenance of systems, policies and procedures for the identification, collection and analysis of risk related information.
- Participate in and ensure excellent understanding of emergency procedures.

### **Service Development**

- Provide a positive role model to all staff and key stakeholders.
- Maintain current knowledge of best practice.
- Attend external seminars and study days as appropriate and give feedback to the department and the organisation.

### **Service Responsibilities**

- Provide a positive role model to all staff and key stakeholders.
- Maintain current knowledge of industry trends and best practice.
- Demonstrate a commitment to continuing personal and professional development.

## **INDIVIDUAL ACCOUNTABILITY**

- Maintain client, employee and organisational Privacy and Confidentiality at all times.
- Self-Management – set personal as well as professional goals that address workload management, time commitments and relationships in a manner that enables acceptable performance and work life balance to be maintained.
- Professional Development – demonstrate a commitment to individual and team professional development and set achievable goals consistent with the organisation's objectives and individual competency.

## **QUALIFICATIONS, EXPERIENCE AND SELECTION CRITERIA**

### **Essential**

- Well-developed communication and interpersonal skills
- Well-developed problem-solving abilities
- Demonstrated ability to manage change and ambiguity
- Demonstrated commitment to professional development
- Well-developed computer skills
- Ability to accept direction and work without immediate supervision
- Ability and willingness to work effectively with all members of the Cobdenhealth team
- Registered as an Enrolled Nurse with APHRA and holds a current practicing certificate or has obtained a statement of attainment of a Diploma in Community Services Case Management.
- Has some experience or a sound understanding of the principles of Primary Care.
- Must have a current Australian Driver's License.
- Sound leadership and decision making abilities.

### **Desirable**

- Experience in community based Aged Care is an asset but not a requirement.

## **PERFORMANCE APPRAISAL**

To be conducted by the Home Care Packages Supervisor within the first 3 months and annually thereafter.

## **SALARY AND CONDITIONS OF EMPLOYMENT**

Salary and Conditions will be depending on qualification and experience.

## **PHYSICAL REQUIREMENTS**

Cobdenhealth could require staff to work a variety of shifts. Due to the layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

**These requirements are to be assessed.**

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Cobdenhealth reserves the right to withdraw or amend this position specification, as it considers necessary to serve the best interests of the organisation.