



POSITION SPECIFICATION

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| POSITION TITLE | Care Manager |
| AWARD | Cobden District Health Services Inc., ANMF and HSU Enterprise Agreement 2017 |
| EMPLOYMENT TYPE | Part Time |
| DEPARTMENT | Home Care Packages – Care@Home |
| APPROVED BY | Chief Executive Officer / Director of Nursing |

OUR MISSION To provide safe, innovative and professional health services

OUR VISION To enable Cobdenhealth to better meet the health and wellbeing needs of our community

OUR VALUES

Service We deliver caring, friendly, high quality, confidential and safe service to the community.

Honesty We are trustworthy and transparent and we value integrity and fairness.

Accountability We take responsibility for our actions. We value teamwork and affiliative leadership.

Respect Our kind of care is person centred. We are inclusive, considerate and equitable to all who engage with our service.

Excellence We continually strive to provide high quality, reliable, consistent, and innovative services to our community, our clients, consumers and stakeholders

ORGANISATION AND ENVIRONMENT

Cobden District Health Services Inc., trading as Cobdenhealth is an all-inclusive health service providing quality care and well-being options for the local community and south west Victoria.

We provide exceptional care in our accredited 60 bed residential aged care facility and support people in their own homes by managing and delivering Home Care Packages (HCP). Our diverse range of allied health, counselling, therapeutic, dental prosthetics and community services support people to achieve their health goals.

Cobden Clinic is a business unit of Cobden District Health Services Inc. located in Victoria Street Cobden. Our highly skilled General Practitioners offer a diverse range of healthcare options to patients across all ages, providing a holistic approach to care. Services include, however are not limited to, general practice, health screening, skin checks, care plans, chronic and complex care and health promotion activities.

Cobdenhealth has a fully accredited Urgent Care Centre providing emergency stabilisation service 24 hours per day, 7 days a week.

Our Cobdenhealth Community Fitness Centre has a fully equipped gymnasium offering various subscription options, casual use and leader led classes with accredited trainers. The gym is open to the public 24 hours, 7 days a week. Our Rodney Grove Community Aquatic Centre is a warm water pool open to the public for exercise, water therapy, learn to swim classes and general use. A swim against the current spa is also available.

The Men's Shed, based on-site, is a community based organisation providing a safe and friendly environment where men are able to work on meaningful projects.

Cobdenhealth is an Equal Opportunity Employer.

POSITION OBJECTIVE

The role is responsible for the implementation of case management for recipients of Home Care Packages.

The role requires excellent organisational and communication skills and the capacity to manage several tasks simultaneously. Being professional and dynamic with exceptional time management is key to this role.

The purpose of the role is to promote and maintain independence, enhance quality of life and minimise premature admission to residential care, in accordance with government guidelines. Ensuring a person-centred and holistic approach to care will support and enable consumers to remain living independently in their own homes and community, in a dignified and safe manner in accordance with individual care plans.

Monitoring health and well-being needs, and contributing to program service development is pivotal to this role.

ORGANISATIONAL RELATIONSHIPS

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| Reports to: | Home Care Packages Supervisor |
| Direct Reports: | No direct reports |
| Executive Management: | Chief Executive Officer/Director of Nursing; Executive Manager Corporate Services; Executive Manager Clinical Care |
| Internal liaisons: | Staff; volunteers; residents |
| External liaisons: | Clients/relatives/advocates; general public; families; visitors, external stakeholders; government agencies; commercial business entities |

LIMITS OF AUTHORITY

- This position carries no authority to commit financial resources outside of approved ordering
- This position is expected to make decisions within the scope of qualifications and the role.

KEY ORGANISATIONAL ACCOUNTABILITIES

- Promote activities and programs in accordance with Cobdenhealth Purpose and Vision.
- Model and promote Cobdenhealth Values in the workplace
- Adhere to Cobdenhealth's Code of Conduct, ensuring professional conduct is maintained at all times
- Ensure compliance with all mandatory training and e-learning requirements within designated timeframes
- Comply with all legislative requirements relevant to the position
- Comply with policies, procedures, systems and processes of Cobdenhealth and other external stakeholders
- Intellectual Property remains the sole property of Cobdenhealth unless authorised and confirmed in writing
- Undertake and promote safe work practices and procedures in accordance with Cobdenhealth Policy
- Ensure Equal Opportunity principles are followed
- Cobdenhealth are committed to the safety, wellbeing and care of our aged residents and community.

CONFIDENTIALITY

- Ensure organisational, staff and client confidentiality is maintained at all times. Any breach of confidentiality is a breach of the employment contract, and will lead to termination of employment.

SOCIAL MEDIA

- All employees must ensure that personal social media accounts and/or personal statement(s) in any media forum do not reflect, discuss or represent Cobdenhealth without prior approval.

PERSONAL QUALITIES

- Honest, committed and trustworthy as reflected in your dealings with internal and external parties
- Work autonomously without close supervision, however always being a positive member of a team
- Respectful of resident and other stakeholders' confidentiality
- Displays a high level of initiative and committed to quality outcomes
- Empathetic and sensitive to the needs of others respecting their different opinions and cultural backgrounds
- Enthusiastic about improving service levels and recommending and embracing change

CONTINUOUS QUALITY IMPROVEMENT

- Commitment to the principles of continuous quality improvement and identification of improvements
- Consider innovation as part of the evolving environment, working with the team to champion ideas and implement improvements
- Participate in accreditation, compliance and quality processes and the development of practices that enhance quality outcomes.

KEY RESULT AREAS**Behavioural Descriptors**

- Undertake tasks with a high level of detail, accuracy, professional competency and within prescribed deadlines
- Effective verbal and written communications skills
- Attention to detail and high level of accuracy
- Ability and willingness to take initiative to improve and enhance existing systems and procedures
- Demonstrate sound judgement and problem solve within the scope of the position
- Understand and take responsibility for own actions and work within the delegation of authority
- Support organisational change processes as they apply to the strategic objectives/priorities of the organisation
- Ensure professional, ethical and responsible practices at all times.

Team Participation

- Ability to work as part of a team as well as autonomously without close supervision
- Work collaboratively, supporting honest and clear communication, promoting a Values driven culture and positivity amongst the team
- As a member of multi-disciplinary health care team, promote and maintain a professional relationship with all staff and clients towards the goal of optimum outcomes across the care continuum
- Take direction and support the HCP Supervisor within scope of the Care Manager role and undertake other tasks as required
- Manage multiple tasks proactively and constructively
- Support organisational change processes relating to the strategic objectives and priorities of the organisation
- Undertake safe work practices both within the facility and community settings.

Customer Outcomes

- Deliver exceptional customer experiences
- Exhibit awareness of the need for sensitivity in dealing with the Cobdenhealth and broader community
- Identify and meet internal and external customer needs and ensure that agreed customer expectations such as timely and accurate responses are met.

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.
- Monitor individual client budgets and be proactive in ensuring the client does not overspend.
- Accurate documentation that supports excellent service delivery and meets all government requirements.
- Completion of statistical data, under the supervision or in the absence of the Home Care Packages Supervisor.
- Maintain effective communication both internally and externally.
- Assist with procurement of goods and services associated with achieving client goals and care plans.
- Facilitate and ensure effective processes and communication relating to complaints or concerns as they arise.
- Ensure a continuous improvement approach to care.
- Focus on own practice and working in a professional and organised manner.
- Maintain confidentiality of clients and their affairs.
- Ensure all service providers work within the objectives and plan for all clients.
- Proactively update knowledge and awareness of the process of fees and charges for all clients of the service.
- Attend staff meetings as required.
- Promote the services of the facility to the residents, clients and community in a positive manner.
- Pursue standards of excellence through Best Practice and Continuous Improvement.
- Ensure absolute integrity and trust and respect the rights of individuals.

- 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 program.

PROFESSIONAL ACCOUNTABILITY

Leadership and Personnel Management

- Exhibit leadership behaviours and provide a professional role model.
- Participate in the appraisal process as directed.
- Assist in the motivation and upskilling of staff, as appropriate, to optimise involvement and responsibility.

Quality and Evidence Based Practice

- Be familiar with the Quality Plan and participate in meeting the objectives and requirements of the plan.
- Pursue standards of excellence through Best Practice and Continuous Improvement.
- Take an proactive role in the HCP Quality Review process and all applicable accreditation processes and surveys

Risk Management

- Ensure all decisions are in line with your scope of practice and 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 and 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

Occupational Health and Safety

- Take responsibility for your own health and safety and the health and safety of anyone else who may be affected by your acts or omissions in the workplace or community
- Report hazards, near misses and injuries and undertake a root cause analysis as appropriate
- Maintain an understanding and participate in emergency management plans
- Ensure compliance with all safety requirements relating to the transport of self and others in Cobdenhealth motor vehicles and ensure appropriate risk assessments are undertaken prior to transporting a client(s)
- Comply with relevant legislation requirements and policies and procedures including, but not restricted to:
 - Infection Control Policies
 - Occupational Health and Safety policies and regulations
 - Fire, disaster and other emergency procedures
 - Orientation/induction and annual compulsory training
 - Manual Handling

QUALIFICATIONS, EXPERIENCE AND SELECTION CRITERIA

Essential

- Registered as an Enrolled Nurse through APHRA and hold a current certificate; or a Diploma in Community Services Case Management.
- Demonstrated ability to work effectively with all members of the team.
- Proven capacity in being responsive to situations where a high level of professional autonomy exists.
- Ability to understand the needs of older people and their carers from a diverse range of backgrounds.
- Excellent verbal and written communication skills including the demonstrated ability to communicate with service users and their carers, staff and range of service providers.
- Demonstrated experience and performance in the key responsibility areas.
- Demonstrated proficiency and confidence in problem solving skills and abilities.
- Demonstrated ability to manage change and ambiguity.
- Demonstrated commitment to professional development.
- Demonstrated high level computer skills.

- Ability to accept direction and work without supervision.
- Ability to demonstrate sound leadership, evidence of best practice and clear decision making skills.
- A current Victorian Driver's Licence is essential and a willingness to travel during your standard work hours.
- A current Police Check, working with vulnerable people (upon commencement and 3 yearly thereafter)
- Flexibility to adapt work patterns as required

Desirable

- Experience in community based Aged Care would be an asset

PHYSICAL REQUIREMENTS

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.

SALARY AND CONDITIONS OF EMPLOYMENT

As determined by the Cobden District Health Service Inc., ANF and HSU Enterprise Bargaining Agreement 2017. As a not-for-profit agency attractive salary packaging options are available.

PERFORMANCE APPRAISAL

Conducted with the HCP Supervisor within the first 6 months and annually thereafter, or as determined by the terms of the agreement if a fixed term contract is negotiated.

AGED CARE ACT

In accordance with an amendment to the Aged Care Act 1997 and the Sanctions Principles concerning "disqualified individuals", it is a condition of this offer that you are not a Disqualified Individual and that you agree to provide the necessary information for clearance to be given. Further information on this process is included in the Information/Employment offer pack. Should it be determined that you are a Disqualified Individual, this Offer of Employment will be rescinded and employment shall not proceed.

RIGHT TO AMEND

Cobdenhealth reserves the right to amend details of this position specification, as it considers necessary to serve the best interests of the organisation and changes to legislation.

It is recognised that the said description does not attempt to highlight and/or detail all aspects of the position described, and therefore the duties of the position are not necessarily limited by the contents of the specification.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE

I agree that I have read and understand all the responsibilities of this position and accept employment as offered.

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| Employee Name: | |
| Signature: | |
| Date: | |