



## Position Description

### Job Details:

**Position Title: Occupational Therapist Case Manager**

**Year: 2021**

### Department:

**Reports directly to:**  
Senior Manager Community Care

### Direct Reports:

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## Background Information

<b>Qualifications</b>	<i>Undergraduate</i>	
	<i>Postgraduate</i>	
	<i>Other</i>	Tertiary qualification in Occupational Therapy and Australian Health Practitioners Regulation Agency (AHPRA) registration eligibility

## CatholicCare Western Sydney & The Blue Mountains Overview

CatholicCare Western Sydney and the Blue Mountains (CC) is a not-for-profit that aims to serve the community in the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CC respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.

At CC, what inspires us most is hearing what really matters to our clients so we can support them to live with joy and purpose. CC provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.

- Child Education Services
- Families, Counselling and Wellbeing
- Disability and Aged
- Homelessness
- Community & Engagement

As a not for profit, CC relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.

## Working for CatholicCare Western Sydney & The Blue Mountains

Our highly trained staff support people at all stages of life to manage difficulties and rediscover strengths. We are a unifier, bringing together individuals and families with their community. This is what inspired us every day so all those in our community may live with joy and purpose.

With more than 200 employees and volunteers, CC employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CC is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CC we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

## CatholicCare Western Sydney & The Blue Mountains Values

At CC, our values underpin everything we do and how we do it.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
  - **WE ARE AVAILABLE** with an open mind and heart
  - **WE BUILD TRUST** with integrity and respect
  - **WE ADVOCATE** with patience and passion
  - **WE PERSEVERE** with resilience and belief

## Role Purpose

This dual role sees an occupational therapist (OT) deliver OT related services to clients funded through the Commonwealth Home Support Programme and case manage clients funded through the Aged Care Homecare Packages.

The Occupational Therapist is responsible for working collaboratively with clients and services to undertake comprehensive assessments to develop, implement, monitor, and review client plans that enable clients to be self-empowered to achieve their goals in accordance with CC's Foundation of Practice, policies and procedures, program guidelines, and the National Code of Ethics.

## Responsibilities and Key Performance Indicators

In this position, the Occupational Therapist will work under Commonwealth Home Support Programme to provide support to vulnerable clients to remain in their own home through

accessing appropriate, sustainable, and affordable supports through the provision of contemporary customer-focused occupational therapy and case management.

Through case management practice the Occupational Therapist will work with principles that support people to understand their needs, manage difficulties, rediscover their strengths and ultimately purpose in life.

Align one's workplace behaviour in accordance with the CC's Foundation of Practice, policies and procedures, program guidelines, and Mission and Values.

### **Service Development & Innovation:**

- Provide occupational therapy services to customers presenting with a wide range of needs, including aged care, disability, health and wellbeing, return to life roles and rehabilitation.
- Provide case management to understand needs, manage difficulties, rediscover their strengths and ultimately purpose in life.
- Assessment of customer function and development of suitable intervention to enhance safety, function, and participation in life roles.
- Development and regular review of customer individual treatment plans and goals.
- Delivery of high-quality intervention and advice regarding adaptation and optimisation of environment, performance of activity, function and other areas relevant to the customer.
- Assisting customers to achieve optimum level of function
- Work across services and sites within WMQ dependent upon service requirements.
- Complete accurate assessment and review of customers, and to provide a consultancy service for a range of activities to a wide range of customers.
- Be knowledgeable of the various funding sources (ie Commonwealth Home Support Program (CHSP) Packages, Veterans' Home Care (DVA), DVA Community nursing Program, Respite Care and Community Housing. etc) and work with the Client Care Team to ensure effective management and utilisation of funds/services.
- Provide instruction, supervision and education to customers, support workers and other carers as required.
- Identify opportunities to provide other cross disciplinary services which may be of benefit to the customer.
- Ensure that the customer is an active participant in the development and review of treatment goals and planning.
- Ensure that positive and professional relationships and rapport are developed and maintained with customers
- Respond promptly and appropriately to all requests for service, according to company policies and procedures.
- Assessing client needs, developing a collaborative, strengths-based Care Plan with the client and their carer/representative and implementing services which will meet their individual needs.
- Facilitating client ownership of decision making and respecting their choices.
- Establishing the Care Plan within an allocated budget, monitoring the budget and ensuring services adhere to the total budget.

- Facilitate referrals and work collaboratively with Nursing, Allied Health services (internal and external) and Medical Practitioners to address identified clinical needs.
- Providing information about service options within CC and more broadly across the community care sector.
- Liaising with key partners and various funding sources to facilitate referrals and action incoming referrals for eligible clients.
- Negotiating high needs referrals with external Case Managers and funding bodies and actioning referrals for eligible clients.
- Ensure open and clear communication about clients changing needs to other relevant staff at CC
- Monitor and respond to all changes in client requirements, according to agreed expectations, providing prompt feedback to relevant stakeholders.
- Review client's Care Plan and goals at agreed intervals, as circumstances dictate and as indicated by the program guidelines.
- Provide culturally appropriate care and services to CALD, ATSI and other Special Needs clients
- Facilitate reviews and comply with reporting requirements in accordance with relevant funding body.
- Maintain knowledge of relevant resources and services, and relevant eligibility criteria and processes to access on behalf of customers.
- Facilitate accurate and timely receipting and data entry into relevant systems.

#### **Clinical Practice:**

- Provide a professional standard of care.
- Work within a budget framework and report regularly
- Monitor client expenditure within resource allocation
- Maintain professional development to comply with registration requirements with the Australian Health Practitioner Regulation Agency (APHRA).
- Identify and recommend contingency planning for each client
- Comply with reporting and administrative requirements for clients and employee and ensure that all data is accurate and up to date.
- Comply and work within all policies, procedures, and guidelines of CC and of the funding body.
- Demonstrate the philosophy of responsive, flexible, and individualised service provision.
- Contribute and participate in continuous improvement initiatives across the organisation.
- Comply with all Workplace Health and Safety and infection control requirements

#### **Community Engagement:**

- Liaise with and develop positive working relationships within the community with other professionals and agencies in the area, participating in relevant forums and meetings as indicated, particularly those with multicultural relevance.

#### **WH&S Responsibilities:**

- Take reasonable care of your own health and safety and the health and safety of others in the workplace.
- Comply with relevant CC WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.

**People and Culture:**

- Practice in accordance with CC and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of CC and actively participate in developing a culture that promotes CC's values of healing, hospitality, stewardship and respect.

**Knowledge, skills, experience & compliance – Required to perform this role**

To achieve the position purpose and outcomes the position holder will need to have:

- Commitment to undertake the duties of the role in accordance with CC's Mission, Vision and Values, and its Code of Ethics and Conduct.
- Demonstrated experience and knowledge of and ability to enact Aged Care Quality Standards through case management
- Tertiary qualification in occupational therapy
- Eligibility for membership as an occupational therapist with the Australian Health Practitioners Regulations Agency (AHPRA)
- Driver's Licence and insured motor vehicle
- Demonstrated experience in the aged/community/disability sector particularly working with clients with complex needs.
- Demonstrated understanding of the financial principles of individualised client funding and experience in monitoring, utilisation of funds and reviewing individual budgets.
- Providing Case Management to deliver quality care and service.
- Provide culturally appropriate care and services to CALD, ATSI and other Special Needs clients
- Demonstrated ability to understand reporting requirements and to comply with them.
- Valid Working with Children Check
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes
- Previous experience working with children, adults and parents/care givers where the children and/or young people have complex needs
- Ability to communicate effectively with children, young people and adults
- Understanding of the impact of disability and trauma and the effect on behaviour and development
- Ability to support children and adults, team members, carers, schools and families to better understand the role of occupational therapy and the benefits for children and adults
- Ability to assess circumstances from multiple views and understand underlying agendas
- Ability to apply evidence informed practice to optimise outcomes
- Ability to translate complex theories in an easily understood, practical way
- Strong analytical and report writing skills
- Ability to work flexible hours

## Personal Attributes

- Excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges
- Influencing Ability
- Change Management
- Managing and Measuring Work
- Relationship Building
- Customer Focus
- Team Work
- Interpersonal Savvy
- Innovative Decision Making
- Planning and Organising
- Operational Awareness
- Initiative
- Self Development
- Flexible and Adaptable
- Composure

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		