Position Description	
Job Details:	
Position Title: Case manager aged care	**Year:** 2021
Department: Aged Care Services	
Reports directly to: Manager Aged Housing	**Direct Reports:** • Nil

Background Information		
Qualifications	*Undergraduate*	
	Postgraduate	
	Other	Relevant qualification (Aged Care, Nursing, Social Work, Community Welfare)

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

The Case Manager is responsible for delivering case management that is person centred and enablement focussed, in accordance with CC's Foundation of Practice, policies and procedures, program guidelines, the National Standards of Practice for Case Management and the National Code of Ethics and CC's Case Management Model.
As the Case Manager you will develop care plans in consultation with the client and key stake holders which assist in providing services tailored to the needs of individual clients, delivered within budget and service expectations, including ongoing client assessment.
In this position, the Case Manager will work under Commomwealth Home Support Programme provided to support vulnerable clients to remain in their own home through accessing appropriate, sustainable, and affordable supports. The case manager will ensure people are supported in being appropriate housed and receive the care they need to continue living in the community.
The role requires linking clients where appropriate to community support services, understand their needs, manage difficulties, rediscover their strengths and ultimately purpose in life.

Responsibilities and Key Performance Indicators

Service Development & Innovation:

- Provide Case Management for the agreed program in the designated area utilising evidence-based practice to deliver quality care and service.
- 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).
- 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.
- Use a trauma informed approach when supporting people and developing goals.
- 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

Clinical Practice:

- Monitor client expenditure within resource allocation
- 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.

Community Engagement:

- Liaise with and develop positive working relationships across the Diocese 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

- Commitment to undertake the duties of the role in accordance with CC's Mission, Vision and Values, and its Code of Ethics and Conduct.
- Preferred experience and knowledge of and ability to enact Aged Care Quality Standards through case management
- Preferred experience in case management.
- Relevant qualification (Aged Care, Nursing, Social Work, Community Welfare)
- Driver's Licence and insured motor vehicle
- Preferred experience in the aged/community/disability sector particularly working with clients with complex needs.
- Preferred understanding of the financial principles of individualised client funding and experience in monitoring and reviewing individual budgets.
- Highly developed communication skills to ensure that the client's needs and areas of opportunity are identified and actioned as part of the Case Management process.
- Valid Working with Children Check
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes

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:		