


## POSITION DESCRIPTION

1. POSITION DETAILS	
<b>Position Title:</b>	Case Manager
<b>Position No:</b>	TBC
<b>Division:</b>	Aged Care & Disability Services
<b>Location:</b>	Belyuen
<b>Reports To:</b>	Director of Belyuen Aged Care & Disability Services
<b>Designation &amp; Classification Level:</b>	Level 5
<b>Date Created:</b>	July 2023
<b>Date Approved:</b>	July 2023
<b>Version Date:</b>	July 2023
2. ORGANISATIONAL CONTEXT	
<b>Council overview</b>	<p>Belyuen Community Government Council provides a range of services to the remote community of Belyuen and the surrounding geographical region of the Cox Peninsula.</p> <p>The shire is built off of the foundations of the former Dellisaville Mission and the township/administration centre is situated approximately 15 km south of Mandorah on the Cox Peninsula - which is approximately a 1 ½ hour drive from Darwin city.</p> <p>The Belyuen Community Government Council is responsible for the delivery of the following services: Council Administration, Waste Management, Community Store &amp; Service Station, Sport &amp; Recreation, Aged Care &amp; Disability Services, Cultural programs, Mechanical Workshop, Centrelink, as well as contracted works linked to major projects, construction and repairs &amp; maintenance programs.</p> <p>The overall vision of Belyuen Community Government Council is to provide sustainable, respected and vibrant leadership by forming strong partnerships with our community and advocating for regional and local issues. We are passionate about creating a sustainable future for the people of Belyuen and the generations to come.</p> <p>Belyuen Community Government Council is an Equal Opportunity Employer.</p>
<b>Position Summary</b>	<p>The Case Manager reports to the Director of Aged &amp; Disability Services and is responsible for assisting clients to live and participate in their community while maintaining a quality of life that maximises their potential through increased choice and decision making about their care. The position liaises closely with the home care team, including other Case Managers, Registered Nurses, Team Leader, Care Workers and the Director of Aged &amp; Disability Services.</p>
3. KEY RESPONSIBILITIES AND ACCOUNTABILITIES	
<b>Client Care</b>	<ul style="list-style-type: none"> <li>In conjunction with the client, their advocate(s) and relevant health professionals design responsive, individualised, strengths-based care plans based on the needs identified in the assessment and the clients' goals and preferences.</li> <li>Negotiate and prioritise client's services to ensure that services meet the client's individual allocated budget and person-centred goals.</li> <li>Identify and address clients advanced care planning and end of life planning needs, goals, preferences, and wishes.</li> <li>Work collaboratively with clients, their representatives as well as other program staff, health professionals and other agencies to maximise client's choice, independence, and ability to remain living in the community of their choice.</li> </ul>



	<ul style="list-style-type: none"> <li>• Consult with the client, and their representatives to make appropriate and timely referrals to other individuals; organisations or providers that can meet client’s needs, goals, preferences, and improve their health and wellbeing.</li> <li>• Ensure changes in client care are communicated to all nursing and care staff in a timely and effective manner.</li> <li>• Identify other community services, social options and/or any other informal supports clients may require ensuring that individualised services are delivered on an ‘as needs’ basis.</li> <li>• Identify when clients service needs have changed, conduct reviews, and amend care plans where necessary to account for the client’s changing situation.</li> <li>• Report uncharacteristic events, observations, changes, or deterioration of a client’s mental health, cognitive or physical function, capacity, or condition to internal and external health professionals / services in a timely and effective manner and take appropriate actions in response to risks identified.</li> <li>• Coordinate the purchase of external services (e.g., equipment).</li> <li>• Maintain appropriately detailed and timely information in both internal and external (MAC) systems.</li> <li>• Identify and respond to risks to client’s health, safety, and wellbeing in a timely and appropriate manner.</li> <li>• Coordinate the admission, transfer, and discharge of clients.</li> </ul>
<b>Scheduling</b>	<ul style="list-style-type: none"> <li>• Coordinate client visits, arrange appropriate staffing and liaise with external services as required.</li> </ul>
<b>Risk Management and Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Conduct relevant WH&amp;S assessments in-home to ensure that client and staff safety is maintained.</li> <li>• Undertake comprehensive initial and ongoing assessments of clients’ needs including appropriate risk screening and risk assessments, adopting problem solving solutions to mitigate risk and tailor solutions to help clients maintain choice and control, including when choices involve risk.</li> <li>• Report all incidents, including Serious Incident Response’s, Coroners Investigations, and adverse outcomes, escalating incident management to the Director Aged &amp; Disability Services in accordance with the organisations policies and procedures.</li> <li>• Contribute to a welcoming culture where feedback and complaints are embraced and ensure feedback and complaints resolution processes are implemented in accordance with policies and procedures.</li> <li>• Contribute to incident investigations and continuous improvement initiatives.</li> </ul>
<b>Infection Prevention and Control</b>	<ul style="list-style-type: none"> <li>• Contribute to the organisation’s infection prevention and control program; measures to prevent, detect and control the spread of infections; and procedures for managing an infectious outbreak.</li> </ul>
<b>Medication Management</b>	<ul style="list-style-type: none"> <li>• Demonstrate compliance with the policies and procedures of the service in relation to medication management.</li> <li>• Report any signs and symptoms of possible adverse side effects to the client’s Medical Practitioner as applicable.</li> <li>• Report medication incidents (by any party) in accordance with the policies and procedures of the service.</li> <li>• Complete a competency assessment in relation to medication management at least annually.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Act as a role model to other staff, offering support and promoting a culture of learning and respect.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Work effectively as a team member, ensuring excellent communication at all times to both staff, clients, Council and external parties.</li> <li>• Build rapport and communicate with clients, families and representatives in a way that promotes cultural safety, a listening mindset, and a positive client experience.</li> </ul>



<b>Legislative Compliance</b>	<ul style="list-style-type: none"> <li>Contribute to the services compliance with Aged Care Legislation, Regulations and Aged Care Quality Standards.</li> </ul>
<b>Professional Conduct and Education</b>	<ul style="list-style-type: none"> <li>Continually develop knowledge, skills, and abilities through personal and professional development, ensuring a contemporary knowledge of all relevant regulatory requirements, and best practice applicable to the work role.</li> <li>Participate in formal organisational education sessions.</li> </ul>
<b>Confidentiality and Privacy</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding and strict compliance with the policies and procedures concerning privacy, dignity, and confidentiality.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>Comply with all requirements of the Work Health and Safety legislation.</li> <li>Work in a safe manner to protect their own safety and health at work and to avoid adversely affecting the health and safety of any other person through any act or omission at work.</li> <li>Report all accidents, injuries or 'near-misses'.</li> <li>Be aware of specific hazards and utilise protective clothing and equipment.</li> </ul>
<b>Essential Skills and Experience</b>	<ul style="list-style-type: none"> <li>Relevant qualifications and/or experience</li> <li>Significant experience with community aged care, in a consumer directed environment, involving both Home Care Packages and the Commonwealth Home Support Program.</li> <li>Previous practical experience undertaking client assessments and developing appropriate care plans.</li> <li>Previous experience in scheduling in a changing work environment.</li> <li>Previous experience recording and maintaining electronic records.</li> <li>Ability to prioritise and manage competing deadlines.</li> <li>Sensitivity to deal with consumers' diverse needs and backgrounds.</li> <li>Ability to show initiative, discretion &amp; judgment in coordinating client care and services.</li> <li>High level of information technology literacy including Microsoft office suite (outlook and excel) and client management systems.</li> </ul>
<b>Organisational chart</b>	 <pre> graph TD     A[Director of Aged &amp; Disability Services] --- B[CASE MANAGER]   </pre>



#### 4. ACKNOWLEDGEMENT and COMMITMENT

*Your role is not limited to the responsibilities outlined in this document and you are required to perform any other duties as directed by Belyuen Community Government Council, or as otherwise necessary to fulfil the requirements of your role. Any such duties allocated will be within your range of skills, qualifications, competence, and training. At all times you are required to perform your duties in a timely and professional manner.*

*I understand the responsibilities of this position, and I agree to perform all lawful tasks as required*

<b>Employee Name:</b>		<b>Date:</b>	<b>Signature:</b>
<b>Appropriate delegate/director or manager:</b>		<b>Date:</b>	<b>Signature:</b>

