



## **ROLE OF CASE MANAGEMENT STAFF**

All case managers are required to fulfill the requirements of their job as specified in the job description. All case managers are employed by the Management Committee, but are directly responsible to the Operations Manager.

### **2.3.1 Position specification & Summary Job Description – Case Managers**

Case Managers provide planned and coordinated services on a brokerage model for people who require case management because of their complex care needs. Services are targeted at frail older people, younger people with disabilities and their carers living in the community.

**Position:** Case Manager

**Level:** Level 6 - Social, Community, Home Care and Disability Service Industry Award + above 3% award salary and conditions after probation period of 3 months

**Accountability:** Operations Manager

#### **Essential Criteria**

- Tertiary qualifications in behavioural or social sciences/ or other Health related discipline / or Registered Nurse and relevant experience and skills
- Experience in assessing the needs of and occupational health and safety requirements of frail older people, younger people with disabilities and their carers
- Relevant case management, support coordination and service brokerage experience
- Current Driver's license
- Computer literacy with Word Processing, Spreadsheets and Databases
- Awareness of the needs of people from Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander (ATSI) Communities
- Excellent communication, interpersonal and teamwork skills

#### **Desirable Criteria**

- Demonstrated understanding of the objectives of the organisation
- Experience in working with a range of service providers
- Experience in working for a community based management committee
- Knowledge of the Home and Community Care National Standards and the Disability Service Standards
- Demonstrated understanding of dementia and its effects on individuals and their families

## **2.3.2 Statement of Duties – Case Managers**

### **2.3.2.1 Case Management / Service Provision**

Case managers provide case management, brokerage, monitoring and evaluation to enable older people and people with disabilities to remain living at home as long as possible with optimal quality of life.

- 1 Take referrals and screen to assess eligibility and refer as necessary those who do not fit the guidelines.
- 2 Provide comprehensive assessment to determine strengths and needs.
- 3 Develop an individual care plan in consultation with, and agreed by the client, carer and other relevant people.
- 4 Implement the care plan and coordinate services as required.
- 5 Regularly monitor and review care plan and services with client, carer and/ or advocate.
- 6 Close case management and transition to other service where appropriate.
- 7 Evaluate outcomes of case management.
- 8 Advocate for and with clients and carers to access services or to assist in meeting their needs and engage in system advocacy as required.

### **2.3.2.2 Financial Management / Data Collection**

Case managers need to monitor individual client funding to remain within funding guidelines and assist in the data collection and record maintenance of the organisation as required by funding bodies, management committee and General Manager.

- 1 Monitor allocated budget for the program and ensure subsidy funds are used appropriately.
- 2 Enter accountability data on the client and carer data base and provide reports as required by funding bodies, Management Committee, General Manager or Operations Manager for accountability purposes.
- 3 Maintain accurate and up to date client records and files, ensuring accessibility to other staff when not in the office.

- 4 Monitor brokered services for quality and effectiveness.

### **2.3.2.3 Liaison and Networking**

Case managers need to develop and maintain good networks within the service sector and the local community in order to have access to a wide range of resources to support clients and carers, keep up to date with information and have sources of referral to and from the organisation.

- 1 Develop and maintain both formal and informal networks within the local community for ease of referrals and access to appropriate services and other supports to further care plan goals.
- 2 Promote information about the service throughout the local community, with particular regard for to the range of languages and cultures in the area from CALD and ATSI communities.

### **2.3.2.4 Teamwork**

Teamwork is essential for case managers to provide good service to clients and carers and collaboration with services and other agencies in the community ensures access to more resources for clients and carers.

- 1 Collaborate with the local community and service sector when planning with clients and carers.
- 2 Attend and participate in any meetings or training that may benefit the organisation and its operation (e.g. Management Committee, staff meetings, working parties, local community or special interest committees).
- 3 Follow the organisation's philosophy and objectives to provide efficient and effective services for clients and carers.
- 4 Support all case managers to work effectively and promote a positive image to clients, carers and other service providers.

### **2.3.2.5 Confidentiality**

Case managers must abide by the privacy, confidentiality and access to personal information regulations and ensure duty of care.

### **2.3.2.6 Other Duties**

- 1 Be aware of and implement relevant government policies and guidelines which pertain to the services provided.
- 2 Perform other duties as requested by the Operations Manager or General Manager.

### **2.3.3 Key Accountabilities – Case Managers**

- Clients and carers receive appropriate services to meet their needs.
- Maintain a close relationship with agencies working with frail aged people, young people with disabilities, carers and people from CALD & ATSI communities.
- Use brokerage funds in accordance with the guidelines.
- Monitor clients' care plans on a regular basis and reassess services as required.
- Respond to requests and inquiries in the time frames nominated.
- Establish and maintain a record system which includes all information needed for the collection of data, services, costs and fees.
- Keep records up to date so that information regarding clients and carers is available when the case manager is absent from the office.
- Promote and project a courteous, professional and efficient image of Community Options Illawarra in the community.
- Represent Community Options Illawarra on selected committees where appropriate.
- Ensure all correspondence received is dealt with promptly.
- Client and carer confidentiality is maintained.
- Files and other information relating to clients or carers are stored securely.