

Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

COMMUNITY AGED CARE & DISABILITY SERVICES CASE MANAGER POSITION DESCRIPTION

At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of high quality community and residential care for ageing members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Community Services Manager
Responsible for: The provision of high quality and coordinated casework services to Community Aged Care & Disability Services consumers.

Position Context and Objectives:

The purpose of the role is to:

- Ensure effective provision of services to consumers to meet their needs
 - Ensure that services are managed in accordance with funding requirements, allocated budgets and contemporary human resource management approaches.
 - Ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and CCSSCI policy.
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KEY RESPONSIBILITIES AND DUTIES:

1. Case Management

- 1.1 Be responsible for a caseload as allocated which includes:
 - a) Assessments;
 - b) Development, implementation and reviews of care plans and budgets;
 - c) Service coordination; and
 - d) Case Management;
- 1.2 Ensure compliance with relevant program guidelines standards (as set by funding bodies), Aged Care Act 1997, (currently under review due to the New Aged Care Reforms 2013) all other relevant policies and legislative requirements including privacy;
- 1.3 Ensure sharing of experience with the Community Aged Care & Disability Services team of direct service with challenging, high care and complex cases;
- 1.4 Monitor and evaluate programs within the allocated area of responsibility including appropriateness of service model incorporating continuous improvement and realignment implementation when required;

- 1.5 Make initial case assessment, identify consumer's goal(s), and develop a care plan, in consultation with the consumer, his/her primary carer, family and significant others, within an individualised budget;
- 1.6 Match the consumer with an appropriate Direct Care Worker, if this is a service chosen by the consumer;
- 1.7 Formally introduce the Direct Care Worker (e.g. via a home visit) to the consumer and his/her family;
- 1.8 Conduct or facilitate other assessments related to Supplements and/or consumer's fees as required;
- 1.9 Supply timely and accurate financial information of individual consumers to the Program Manager for the preparation of consumers' monthly statements. The information includes funds available, as well as expenditures of services used and purchases made for the month;
- 1.10 Conduct case reviews on a regular basis and monitor the care plans and budgets accordingly;
- 1.11 Make appropriate interventions based on consumers' care needs and preferences, e.g. use of varied or new services due to deterioration in consumer's health or upon discharge from hospital;
- 1.12 Provide information and support for the consumers and help them access and utilise other aged care services and community resources, where appropriate;
- 1.13 Undertake service coordination and liaise with the Aged Care Assessment Service, consumer's GP and other relevant service providers;
- 1.14 Ensure relevant documentation (e.g. case record, monthly statements and consumer's database) is updated and accurate.

2. After Hours Emergency Service

- 2.1 Be rostered on duty as required;
- 2.2 Report any incidents or issues of concerns to the Community Services Manager.

3. Service Development

- 3.1 Participate actively in the development, review and continuous improvement of the management system for the Community Aged Care & Disability Services;
- 3.2 Take a proactive role in the identification of service gaps and the preparation of funding submissions;
- 3.3 Conduct/take part in research projects as directed and assist in data analysis and report writing.

4. Consumer and Community Engagement

- 4.1 Promote CCSSCI's services in general and the Community Aged Care & Disability Services within the Chinese-Victorian community and the mainstream society (e.g. Aged Care Assessment Services, mainstream aged care service providers and other allied health and health care services);
- 4.2 Deal with enquiries and assist prospective clients in the eligibility assessment process;
- 4.3 Ensure the provision of high-quality customer services at all times by Direct Care Workers with respect to the diversity and complexity of consumer needs in accordance with service standards;
- 4.4 Ensure effective monitoring to identify changes in consumer's needs and report on emerging gaps with current services provided;
- 4.5 Act as an advocate on behalf of the Chinese-speaking community in relation to their needs for community aged care services.

5. Human Resource Management

- 5.1 Assist in the recruitment and selection of Direct Care Workers;
- 5.2 Assist in the development and evaluation of orientation and training programs for Direct Care Workers; and to coordinate/present training sessions as required;
- 5.3 Provide leadership and direction to Direct Care Workers;
- 5.4 Ensure that all timesheets and timesheet entries of Direct Care Workers are correct and valid prior to approval and submission;
- 5.5 Have regular contact with Direct Care Workers to ensure that care plans are implemented appropriately, and services provided are compliant with all relevant standards and requirements;
- 5.6 Report to the Community Services Manager if there are any concerns in the performance of Direct Care Workers;
- 5.7 Act as a mentor for new or less experienced Direct Care Workers;
- 5.8 Ensure that performance of Direct Care Workers is properly monitored, and performance appraisals are conducted objectively and fairly within the allocated timeframe;
- 5.9 Undertake annual Direct Care Workers performance and development plans and identify training needs to support staff development;
- 5.10 Coordinate, evaluate, review and continuously improve the system and processes related to performance monitoring and appraisal of Direct Care Workers;
- 5.11 Collect feedback of consumers, their carers/families regarding the performance of individual Direct Care Workers;
- 5.12 Handle complaints against Direct Care Workers in accordance to relevant guidelines and to report to the Community Services Manager if further actions are required.

6. Continuous Improvement/Quality Management

- 6.1 Contribute to the success of CCSSCI as a leading aged care and welfare service provider;
- 6.2 Ensure compliance with CCSSCI's policies and procedures;
- 6.3 Support a culture of performance improvement and evaluation;
- 6.4 Ensure that legislative requirements regarding various aspects of the HCP and CDC services are complied with at all times, and are reinforced with staff;
- 6.5 Take an active role in the maintenance of well documented quality improvement plans and processes;
- 6.6 Participate in the preparation of Government's quality audits.

7. Administrative Duties

- 7.1 Assume the role of duty worker as rostered and handle enquiries and emergency situations whilst on duty;
- 7.2 Take minutes of Team meetings and other relevant meetings as directed;
- 7.3 Provide general support in daily operation, program evaluation and improvement, when required.
- 7.4 Undertaking other relevant administrative tasks as required.

8. Health and Safety

- 8.1 Adhere to Health and Safety regulations, policies and procedures;
- 8.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers;
- 8.3 Demonstrate awareness of H&S law and safe manual handling as relevant to position;

- 8.4 Conduct home assessments to ensure that the physical environment is secure, safe and comfortable for the consumer and staff and that equipment is in good working order;
- 8.5 In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete accident/incident forms as may be required and report to the Community Services Manager;
- 8.6 In the event of hazard identification, complete relevant form and report to Community Services Manager;
- 8.7 Immediate reporting to Community Services Manager of notifiable issues e.g. elder abuse, key risks to the organisation;
- 8.8 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate;
- 8.9 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Community Services Manager;
- 8.10 Participate in training and education sessions regarding occupational health and safety.

9. Professional Responsibilities

- 9.1 Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of consumers and staff, the daily operation of the Community Aged Care & Disability Services and the reputation and interests of the organization;
- 9.2 Actively participate in strategic planning activities as requested. This may include management meetings, education sessions and management and review of policies and procedures, quality review and special projects;
- 9.3 Maintain abreast of current practice and trends in quality management systems as they relate to the provision of aged care services;
- 9.4 Recognise the need for, and actively participate in continuing education and development;
- 9.5 Network with relevant community and professional organisations as delegated, to represent and promote the interests of the organisation;
- 9.6 Assist in the development of organisation and a positive attitude to consumer participation across the organisation;
- 9.7 Comply with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating any and all information pertaining to consumers, staff and the operations of CCSSCI;
- 9.8 Comply with all requirements of related professional body associated with.

KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

- Tertiary qualifications in social work/welfare and community services and/or allied health.
 - Experience in community service management preferable.
 - Well-developed conceptual and working knowledge of the community aged care sector.
 - Demonstrated knowledge/experience in the management and development of community care programs.
 - Well-developed skills in the management of human and financial resources.
 - High level analytical, research and report writing skills.
 - Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands.
 - Demonstrated ability in budget development and financial control.
 - Demonstrated ability in service planning and development.
 - Demonstrated ability to provide leadership and support to delegated staff.
 - Well-developed skills in spoken (English, Cantonese & Mandarin) and written (English & Chinese) communication.
 - An ability to gain co-operation and assistance from consumers, key stakeholders and employees in the management and development of the service.
 - An ability to liaise with industry counterparts and government agencies to discuss specialist matters.
 - Excellent communication, problem solving and conflict resolution skills.
 - Computer literacy – Intermediate to Advanced.
 - Current driver licence and car for work use.
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KEY PERFORMANCE CRITERIA

In addition to the performance standards and responsibilities outlined in this Position Description, a comprehensive set of Key Performance Criteria will be used to clearly establish performance and expectations and to review performance as per performance review clause.

The following is the overarching areas of performance with specific measures to be initially developed by Program Manager in consultation with the incumbent and then reviewed annually or as required.

Area of Performance:	
Case Management	<ul style="list-style-type: none"> • Evidence of compliance with relevant program guideline standards. • Evidence of accurate case assessments. • Evidence of development of appropriate care plans. • Evidence of successful allocation of DCW to ensure consumer needs are met. • Evidence of effective resolution of issues that may arise. • Evidence of competence in managing time and setting priorities. • Evidence of competence to complete allocated tasks with satisfactory outcomes within the required timeframes. • Evidence of having consistently exercised appropriate professional judgement in all aspects of responsibilities.
After Hours Emergency Service	<ul style="list-style-type: none"> • Evidence of effective after-hours emergency service.
Service Development	<ul style="list-style-type: none"> • Evidence of improvement initiatives for services to consumers.
Consumer and Community Engagement	<ul style="list-style-type: none"> • Evidence of harmonious workplace. • Evidence of cooperation and respect with consumers. • Evidence of provision of consumers' access to needed services. • Evidence of advocacy to Chinese speaking community.
Human Resource Management	<ul style="list-style-type: none"> • Demonstrated transparent, collaborative and consultative structure exists. • Demonstrated achievement of KPIs by delegated staff. • Evidence of all delegated staff members' participation in annual performance appraisal. • Evidence of all delegated staff duties meeting or exceeding consumer and funding body requirements.
Continuous Improvement/Quality Management	<ul style="list-style-type: none"> • Demonstrated compliance with all CCSSCI policies and procedures. • Demonstrated compliance with legislation relating the HCP program. • Evidence of quality improvement programs in place. • Evidence of ongoing professional development is available for all staff. • Evidence of accurate and timely reporting.
Health & Safety	<ul style="list-style-type: none"> • Ability to demonstrate role in the event of fire or other emergency. • Evidence of accurate and timely completion of consumer / staff / visitor incident forms including any first aid / follow-up actions. • Evidence of accurate and timely hazard alert reports and corrective actions.

SALARY AND CONDITIONS:

- Commensurate with qualifications and experience of candidate.
- Social, Community, Home Care and Disability Services Industry Award 2010

Performance Appraisal

The Case Manager's performance shall be evaluated by the Community Services Manager or delegate at three months service, six month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

CCSSCI policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

Case Manager Physical Requirements

Due to the geographic layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

PHYSICAL REQUIREMENTS OF THE POSITION

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

Continuous = 75% to 100% of the work day

Frequent = 25% to 75% of the work day

Infrequent = 0% to 25% of the work day

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Frequent	Standing and walking are minor components of the position. They are required for the delivery of service and movement. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Continuous	Sitting is a major component of the position and is required when carrying out documentation or administration requirements.
Climbing	Infrequent	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Infrequent	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out consumer care and/or job requirements.
Lifting and carrying	Infrequent	Lifting and carrying is required in the movement of objects including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Infrequent	Pushing and pulling are required to draw, drag, push or tug objects.
Bending and Crouching	Infrequent	Bending at waist level whilst carrying out job requirements. Ability to crouch to floor level when required.

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Kneeling	Infrequent	Kneeling can be required whilst carrying out job requirements.
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out administration duties.
Twisting	Infrequent	Twisting may be required in the movement. The ability to reach in all directions and to twist at the waist is required.
Grasping/ Finger Movement	Continuous	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in carrying out administration duties. It will require the ability to do repetitive motions with hands, wrists and fingers.
Handling and Feeling	Continuous	Handling and feeling are required in carrying out administration duties, finger dexterity and hand-eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or consumers by touching with skin, particularly that of the fingertips.
Talking	Continuous	Required for job requirements. An excellent understanding of the English and Chinese languages is required in carrying out administration duties and when dealing with consumers, staff and other key stakeholders. Also the ability to communicate effectively.
Hearing	Continuous	Required for job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Continuous	Required for job requirements. Ability to maintain 20/40 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Continuous	Required for job requirements. Ability to distinguish odours and identify hazards.
Repetitive Motions	Continuous	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing.

AVAILABLE ASSISTANCE

The following assistance will be available to aid in meeting the physical requirements, however assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training, including full instruction on any new equipment purchased
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner
- Pre purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
- Shelves to be positioned as appropriate levels
- Effective Committees where staff can participate

AUTHORISATION

Authorised by:
Chief Executive Officer

Date: February 2020

Review Date: February 2021 or when required

EMPLOYEE POSITION DECLARATION

Ihave chosen to accept the offer of
 (Please write your full name)
 employment at Chinese Community Social Services Centre Inc.

In accepting this offer I have read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and accept my role in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

.....
 Signature

.....
 Date

.....
 Manager's Signature

.....
 Date

Mei Yau

.....
 Manager's Name (Please print)

*delete as necessary