

## Position Description

### Position Details

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**Position Title:** Case Manager  
**Service:** Client Services  
**Classification:** CM1 (*as per Care Connect Ltd's CEA 2006*)

### Organisational Relationships

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**Reports to:** Client Services Manager  
**Supervises:** Nil

### General Information

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Care Connect Ltd is a non-profit organisation specialising in assessment, case management and brokerages services. Funding is provided by State and Commonwealth Governments as well as a number of other private contracted organisations. Care Connect operates in Victoria, New South Wales, South Australia and Queensland. Funding is targeted at providing support to clients and /or carers with a disability or aged care issues.

#### Guiding Principles

- Embracing diversity
- Ensuring integrity and accountability
- Striving for innovation and excellence
- Promoting flexibility and responsiveness
- Delivering effectively with value for money

### Position Objective

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The Case Manager will assist clients/carers of the program to maximise their quality of life and to continue to live independently in the community as long as possible.

The Case Manager will engage in regular supervision with his/her Manager, as prescribed in the organisation's policies and procedures, to keep him/her apprised of issues and developments within the Case Manager's areas of responsibility as described in this position description.

## Key Responsibilities

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### Case Management

#### *Assessment*

- Conduct holistic assessment to accurately determine client/carer needs
- Where appropriate engage external agencies/providers to contribute to the on-going assessment process

#### *Care Planning*

- Develop care plans in consultation with clients and their carers within predetermined budget parameters
- Liaise with appropriate agencies/providers in the development of care plans
- Advocate on behalf of clients and their carers where necessary

#### *Implementation of agreed care plans*

- Ensure timely commencement of care plan services through written and verbal communication with all relevant parties.

#### *Monitoring and Review*

- Consult regularly with clients and their carers
- Evaluate the effectiveness of current care plans
- Respond in an appropriate and timely fashion to client/carer/provider queries and/or concerns
- Modify and implement care plans as required
- Conduct formal re-assessment annually or earlier if required
- Accurately implement case closure according to the Care Connect Policy and Procedure Manual

### Documentation

- Accurate and confidential recording and maintenance of client/carer, provider/agency, personal and organisational documentation.

### Organisational Development

- Contribute to decision-making processes within the organisation
- Provide reports as requested by the Client Services Managers and the CEO

### Community Development

- Develop close working relationships with service providers, GP's and community agencies to facilitate continued community development. This may include both formal and informal education
- Attend community meetings as required
- Monitor trends and changes within local community and report to the CSM and the CEO with findings and recommendations

### Special Projects

The Case Manager will be required to undertake additional work or special projects for the organisation, as specified by the Client Services Manager. This work will be consistent, unless otherwise agreed to by both parties, with those duties of the Case Manager as set out above.

### Quality

- Provide information to clients and their carers on their rights and responsibilities
- Maintain client/carer/supplier/employee privacy and confidentiality
- Ensure accurate and confidential recording and maintenance of client/carer, provider/agency, personal and organisational documentation
- Implement best practice and quality standards as described in Care Connect Ltd Policy & Procedure Manual
- Promote and support inclusiveness and diversity
- Contribute to organisational development and continuous improvement

### Team Development

- Attend and contribute to regular team meetings
- Participate in the growth and development of the team
- Contribute to annual team planning
- Support fellow peers whilst respecting individuality

### Professional Development

- Participate in staff development opportunities as planned and required
- Participate in regular supervision with Line Manager
- Develop and work towards an individual work plan
- Maintain an up-to-date knowledge of the services and facilities available in the community to the frail aged and those with a disability

### Technology

The organisation actively seeks to utilise a range of current technologies in support of its administrative and field staff. It is expected that staff will be able to utilise these technologies competently, and also are prepared to extend those competencies through regular in-service training programs.

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## Competencies & Components Required Of This Position

<b>Competency/Component</b>	<b>Level Required<sup>1</sup></b>
• Business Awareness	Demonstrated Knowledge
• Change Management	Demonstrated Knowledge
• Communication & Interpersonal /	Demonstrated Experience
• Negotiation Skills	
• Customer Service	Demonstrated Knowledge
• IT Literacy	Demonstrated Knowledge
• Innovation	Demonstrated Knowledge
• Networking / Collaboration	Demonstrated Knowledge
• Risk Management	Demonstrated Knowledge

### Qualifications & Experience

- Tertiary qualified in a health/welfare discipline (minimum Degree level)
- Experience in the use of the Microsoft Office suite and the Internet
- A current driver's licence

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## Key Selection Criteria

- Tertiary qualifications in a health/welfare discipline (minimum Degree level)
- Experience in the provision of community/health care services and knowledge of the current service system
- A broad understanding of the issues experienced by frail aged and disabled persons and their carers living in the community
- A sensitive approach to working with individuals
- Well developed interpersonal and communication skills
- Demonstrated planning and organisational skills and attention to detail
- Experience in the use of information technology and computers including database maintenance, use of e-mail, the Internet and the Microsoft Office suite

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<sup>1</sup> Continuum: (1) Demonstrated knowledge (2) Demonstrated experience (3) Skilled in (4) Demonstrated competence

## Conditions

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The Case Manager will be appointed under the conditions of the Care Connect Ltd Certified Agreement 2006. This Agreement sets out conditions of employment.

It is a condition of employment with Care Connect Ltd that all new staff are required to give written consent to a National Police Records Check. All offers of employment are provisional pending the outcome of this Check. If the National Police Records Check is not to the satisfaction of Care Connect Ltd in its absolute discretion, the employment may be terminated.

It is a condition of employment with Care Connect Ltd that all staff who work with children undergo a **Working with Children (WWC) Check, Blue Card or the equivalent in their state**. Prior to commencement with Care Connect Ltd, staff in a position working with children must either have a valid WWC Check Card or have submitted a WWC Check Application and have evidence of this by way of an Application Receipt Number. In the later case, all offers of employment are provisional pending the outcome of the WWC Check. If an Interim Negative Notice or Negative Notice is issued Care Connect Ltd retains the right to consider re-deployment or terminate employment.

## Qualifying Period

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The successful candidate will be subject to a six month qualifying period with Care Connect Ltd.