
Position:	Home Care Package Care Manager / HCP Assistant Coordinator
Classification:	SCHCADS Award Level 4 (Salary Packaging is available) Above Award Conditions Apply
Hours:	24 hours per week (to 30 June 2022)
Responsible to:	Home Care Coordinator

This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is to provide case management support to 4cs Home Care Package service, based on growing community need and that outcomes and activities may change over the course of time.

Reporting & Organisational Context

The Case Manager is responsible to the Board of Directors of Canterbury City Community Centre (4cs) through the Home Care Coordinator. The Care Manager will be part of a senior Service team at the 4cs providing services to frail aged residents in the Inner West and South West Sydney Aged Care Planning Regions.

Project Objectives

- To create and maintain a partnership with the Home Care Package Service User to ensure that their Care Plan provides services and supports that continue to meet their goals, needs and expectations, and are consistent with our legislative and funding obligations, the Centre's Statement of Purpose and our vision for the community
- To deliver the partnership using a Consumer Directed Approach and in accordance with the Aged Care Quality Standards
- To maintain and support a Service which is closely integrated with our existing Commonwealth Home Support Program (CHSP) services and providing opportunities for continuity of care for Service Users whilst promoting personal choice and consumer directed care
- To support a team of direct care and support staff.

Knowledge, Skills and Experience

Essential Criteria:

- Relevant tertiary qualifications in the social sciences community services, allied health, or nursing
- Demonstrated experience in a community services case management role
- Knowledge of the Home Care Packages Program Guidelines and Aged Care Quality Standards
- Exceptional organisational and written and oral communication skills
- Demonstrated experience in staff support

- Experience working with frail aged and vulnerable clients and demonstrated commitment to Consumer Directed Care
- Current driver's licence and safe driving record
- Strong administrative and Computer skills, including Office 365
- Good time management, problem solving, and ability to self-manage.

Desirable Criteria:

- Cross cultural skills and ability to understand and deliver Services to special needs groups
- Understanding and experience in working with disadvantaged communities.

Principle Duties

Planning and Evaluation

- Seek feedback from direct service staff to ensure services remain consumer focussed and initiate Case Plan reviews as required
- Seek feedback from service users to determine levels of success in achieving objectives and client satisfaction

Staff Supervision and Support

- Have input into appropriate orientation and training of staff
- Ensure that Care Workers have up to date information for them to deliver effective services that respond to the changing needs of Service Users
- In collaboration with the Coordinator provide regular support of staff and opportunities for de-briefing if required
- Work with processes that are in place to recruit and monitor the effectiveness of independent Contractors who deliver services on our behalf.

Effective workplace relationships

- Develop and maintain effective working relationships with Service Users, their families, industry professionals, Centre colleagues, relevant Government Departments and agencies, sub-contractors, and members of the community
- Participate in regular meetings with HCP Team to share information, discuss case management issues and service development opportunities
- Participate in Centre staff meetings and training days.

Risk Management

- Monitor a safe working environment in clients' homes complying with workplace health and safety requirements including the use of personal protective equipment as required
- Support the delivery of Care Plans that respect each Service Users right to take dignified risks
- To participate in an annual internal audit of procedures and client files to ensure compliance with the Aged Care Quality Standards.

Service Delivery

- In partnership with each Service User, ensure that Care Plans are delivered in a way that maximises independence, autonomy and personal choice, to support and encourage Service Users to remain in their home for as long as it is safe to do so, if this is their choice
- Liaise as appropriate with representatives, carers, existing providers, assessors, and health professionals to facilitate a coordinated provision of service
- Work with the service user to ensure service user care plans fall within their Home Care Package budget allocation
- Provide service users with choices and active participation opportunities on an ongoing basis
- Ensure complaints and feedback are monitored and service improvements are implemented where needed
- Act as an advocate for the service user to obtain alternate care when transfer or termination of the Home Care Package occurs
- Be able to respond effectively to initial enquiries about 4cs HCP service by developing an accurate knowledge of services, fees, and service delivery options.

Reporting and Compliance

- Develop and maintain documentation of referrals, assessments, care plans, care plan reviews and case notes
- Ensure all documentation is completed in accordance with legislative requirements and Organisation policies and procedures
- Ensure that all Sub Contractors are engaged in a manner that is compliant with our obligations under law
- Ensure service is operated according to the Aged Care Quality Standards and participate in Quality Reviews as required.

Promotion and Publicity

- In collaboration with the Coordinator, contribute items to the Centre Newsletter and Facebook pages

Service Development and Sustainability

- Contribute to the expansion of the Program, in collaboration with the Coordinator, by developing and maintaining relationships with the community, health and local networks, referring agencies and the broader 4cs team
- Develop a comprehensive understanding of the My Aged Care Website, other relevant websites, and sources of information, funded and non-funded services Service providers and support options
- Maintaining a commitment to quality services and good customer service principles in maintaining existing Service User loyalty
- Contribute to a cycle of continuous improvement in the way services are delivered.

Financial Management

- Accurately record service requests and purchase requests in a way that supports 4cs invoice processing procedures and budget accuracy
- Adhere to the Centre's Financial Policy.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name

