

POSITION DESCRIPTION



Position Title:	AHPRA registered Case Manager
Award:	Hobart District Nursing Service Inc. Nurses Agreement 2017 Or Hobart District Nursing Service Non-Nursing Agreement 2018
Classification:	Dependent on qualification/experience
Reporting to:	Home Care Packages Team Leader
Date Approved:	1 October 2020
Approved By:	Chief Executive Officer

ORGANISATIONAL PURPOSE

The District Nurses (TDN) has been delivering in home community health care to Tasmanians for over 120 years maintaining a primary healthcare focus in all our services.

We are a not for profit, charitable organisation that is not affiliated with any residential age care service or religious organisation.

Our Purpose “Committed to Care” reflects our overarching intent which is to provide the right care to the right client at the right time in a manner which is consultative and inclusive of all our clients, their families and carers.

Our services utilise a wellness approach which builds on the strengths and capacities, abilities and goals of clients and places emphasis on the supports necessary to regain or retain these abilities.

Our services aim to maximise client independence and autonomy and also maintain or improve health and wellbeing.

The District Nurses (TDN) deliver services through the Commonwealth Home Support Program (CHSP) and Home Care Packages Program (HCP), the Home and Community Care Program (HACC), The Department of Veterans Affairs (DVA) Nursing and Home Care, the End of Life Care Support Service (EoLCSS and a number of private brokerage contracts.

OUR VISIONS AND VALUES

Our vision is to be Tasmania’s most trusted community healthcare provider

We adhere to the following values in our day to day operations:

- Commitment
- Equality
- Trust
- Versatility
- Excellence
- Transparency

POSITION OBJECTIVES

- To coordinate the delivery of Home Care Packages (HCP), including meeting the intake and exit criteria and driving the care coordination.
- To work collaboratively with Health professionals and other relevant Health Care providers/organisations to enhance and support improved health outcomes.
- To develop an individualised care and service plan based on assessed needs and in collaboration with the client. Carer/and or family and relevant health professionals.
- Ensure overall approach reflects TDN Consumer Centered Care Framework.
- Actively manage client budgets and communicate financial information within the HCP framework.
- Ensure accuracy of data entry and records in accordance with HCP and TDN compliance requirements.
- Manage incidents, issues or enquiries, ensuring responses are made in a timely manner following TDN policies and procedures.
- Provide advocacy and support to the clients/representative as required
- To work closely with the Home Care Packages Team Leader and report regularly regarding the status of HCP packages.
- Identify opportunities to improve service delivery processes and procedures to ensure an efficient and effective service to clients.
- To actively seek opportunities for business development and growth by promoting TDN services to clients/family/representatives, service providers and the wider community.

KEY BEHAVIOUR REQUIREMENTS

All TDN employees must abide by the TDN *Code of Conduct*. In addition to this, employees will undertake their duties in a manner that supports the Organisation's mission and values through demonstrating:

- **Integrity:** Honesty, open and transparent, admit mistakes, maintain confidentiality, fairness, builds trust
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** understands roles, uses resources wisely, delivers on time, timely decision making, achieves goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives, provides feedback, sensitivity and understanding, values difference and individual worth
- **Excellence:** supports creativity and innovation, proactive and solution focused, seeks out opportunities, embraces quality improvement, professionalism.

ORGANISATIONAL RELATIONSHIPS

Reports to: Home Care Packages Team Leader
Director of Care

ESSENTIAL REQUIREMENTS

Evidence of the following must be provided prior to appoint to the position:

- National Police Conviction Check
- Working with vulnerable children/people check (Employee/Volunteer)
- Pre-employment Medical
- Current Australian drivers license
- Current registration with AHPRA
- Current registration with AHPRA

SELECTION CRITERIA

1. Demonstrated knowledge and / or understanding of current health issues, particularly within the Tasmanian context and an understanding of aged care reforms and the My Aged Care system.
2. Demonstrated commitment to the delivery of high quality customer service and Consumer outcomes.
3. Demonstrated experience in package coordination and advocacy including the ability to provide documented evidence of periodic analysis and revision of expected outcomes, interventions and priorities in the consumer condition, needs or circumstances, and evaluates and follows up in regard to new strategies to meet unmet needs or new needs as they arise.
4. The ability to understand, interpret and communicate financial information in line with the HCP frameworks.
5. Sound understanding of the principles and practices of primary health care and contemporary general practice and the ability to liaise and work effectively with health care providers.
6. Demonstrated ability to meet deadlines and prioritise in a high demand work environment.
7. Demonstrated understanding of and commitment to the principles of quality improvement.

WORKING ENVIRONMENT

TDN is committed to providing the highest levels of healthcare and services, and values equity and diversity with a zero tolerance policy on discrimination. We also value initiative, flexibility, creativity, teamwork, our code of conduct, workplace health and safety, performance management and development and the capacity to make a difference.

TDN is a smoke free environment with smoking also prohibited in our vehicles.

SAFE PRACTICE AND ENVIRONMENT (SPE)

The primary responsibility for implementing safe work practices and maintaining a safe working environment lies with management. Employees also have responsibilities in regard to SPE. These include:

- Taking responsibility for one's own health and safety
- Looking out for the safety and welfare of your colleagues
- Follow safe work practices and use personal protective equipment (PPE)
- Comply with organisational SPE and Risk Management policies and procedures.
- Participate in SPE training
- Report hazards and accidents / injuries
- Support other Managers in their SPE responsibilities.

