

POSITION DESCRIPTION



Position Title:	Case Manager (Clinical)
Award:	Hobart District Nursing Service Inc. Nurses Agreement 2020
Reporting to:	Home Care Package Team Leader
Date Approved:	29 th June 2021
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 consumer at the right time in a manner which is consultative and inclusive of all our consumers, their families and carers.

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

Our services aim to maximise consumer 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, 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

The HCP Case Manager is a health care professional who works with a range of consumers (and their family/carers) in the coordination of services that will promote the consumer's independence, optimize their wellbeing, and support them through rehabilitation, ill health, palliation, or death.

Consumers are recipients of Home Care Package funding or Short Term Restorative Care Program funding who wish to remain in their own homes with the support of services that are coordinated by the Case Manager.

KEY RESPONSIBILITIES

The Case Manager;

- Will interact with a wide range of health professionals and other service providers. This calls for the ability to communicate effectively and professionally, verbally and in writing. Maintaining accurate, concise consumer health records is a vital requirement of the role.
- Will maintain ongoing and effective communication with all parties involved in the consumer's services to ensure appropriateness, safety, quality, consistency and continuity of care.
- Will develop a professional relationship with the consumer, place the consumer's dignity and preferences at the forefront, recognise their right to make choices about their care, and to take risks.
- Respect cultural diversity and apply the values of TDN: equality, trust, versatility, transparency, commitment and excellence, in all interactions.
- Will complete an integrated assessment with the consumer to gain an appreciation of the individual, their past and their goals; and together develop a plan of care and services. All aspects of interaction with the consumer and about the consumer are documented, maintaining consumer privacy and confidentiality at all times.
- Will work with the consumer or nominee to ensure that the Government funds provided through the package are utilized within legislation and guidelines and to the benefit of the consumer. Budget management is an important component of the role.
- Is responsible and accountable for their actions but receives the support of colleagues, their Team Leader and an experienced Senior Management team. Safe and high quality care and services are supported by contemporary policies and procedures, and incident management systems.
- Will participate in induction and orientation programs, buddy shifts, team meetings, continuous improvement practices, in-service education programs and performance reviews.
- Is at all times representing The District Nurses in a positive manner.

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 Package Team Leader
Takes direction from the CFO regarding financial matters

ESSENTIAL REQUIREMENTS

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

- Relevant educational qualification
- National Police Certificate
- Working with Vulnerable People certification
- Current Tasmanian Driver's License
- Pre-employment Medical

SELECTION CRITERIA

1. Demonstrated experience in working in a primary health care setting
2. Demonstrated commitment to the delivery of safe and high quality consumer-centred services
3. Demonstrated experience in case management or similar
4. Demonstrated ability in working with financial data and within government guidelines
5. Demonstrated experience in working, consulting and/or negotiating with others, both internal and external to the organization.
6. Demonstrated ability to manage priorities in a high demand work environment and meet deadlines
7. Demonstrated commitment to professional development and continuous improvement.
8. The ability to work effectively with Microsoft Suite, electronic clinical management systems and/or the ability to learn information systems.

WORKING ENVIRONMENT

TDN is committed to providing the highest levels of healthcare and services. We value equality and diversity with a zero tolerance policy on discrimination and harassment. We also value initiative, flexibility, creativity and teamwork. Our code of conduct, Workplace Health and Safety practices and Mentally Healthy Workplace commitment all contribute to a working environment that is conducive to continuous learning and improvement. TDN offices and vehicles are designated as smoke free working environments.

SAFE PRACTICE AND ENVIRONMENT (SPE)

While the primary responsibility for a safe working environment lies with management, employees also take responsibility for

- Their own health and safety
- Looking out for the safety and welfare of your colleagues
- Following safe work practices and using personal protective equipment (PPE) appropriately
- Complying with organisational WH&S and Risk Management policies and procedures.
- Participating in WH&S training and exercises
- Reporting hazards, incidents, accidents and injuries

PHYSICAL REQUIREMENTS OF THE POSITION

Applicants must successfully complete an Occupational Health Assessment (Medical) prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to safely perform the duties as stated in this position description may result in termination of employment.

The functional requirements of this position include:

Condition/Activity	constant	frequent	occasional	N/A
Manual handling – weights above 10kg			X	
Manual handling – weights below 10kg			X	
Manual handling frequency			X	
Repetitive manual work			X	
Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection			X	
Wearing gloves (personal protective)			X	
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)		X		
Driving on suburban and rural roads, highways (sealed and unsealed roads)			X	
Driving at night			X	
Wearing polyester clothing				X
Exposure to animals			X	
Exposure to environments where people have been smoking			X	

DECLARATION

In signing this declaration, I acknowledge that I, _____ have been advised of the requirements and conditions of this appointment based on this Position Description.

Signed: _____ Date: _____
Employee

Signed: _____ Date: _____
Manager