

# POSITION DESCRIPTION



Position Title:	Case Manager
Award:	Hobart District Nursing Service Inc. Non-Nursing Agreement 2018
Classification:	Health Professionals Level 3
Reporting to:	Community Nurse Navigator Team Leader
Date Approved:	27 <sup>th</sup> June 2018
Approved By:	Chief Executive Officer

## ORGANISATIONAL PURPOSE

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The District Nurses 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 NDIS program, and a number of private brokerage contracts.

## OUR VISIONS AND VALUES

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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

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- To assist the Community Nurse Navigator coordinate the delivery of home care packages (HCP), including intake and care coordination, ensuring that both service and quality systems are maintained.
- Manage incidents, issues or enquiries, ensuring responses are made in a timely manner following TDN policies and procedures.
- Actively manage client budgets and communicate financial information within the HCP framework.
- Monitor / track expenditure against the client's HCP ensuring the total expenditure remains within the annual allocation;
- To actively seek opportunities for business development and referral across TDN divisions.
- To actively seek opportunities for growth by promoting TDN services to clients/family/representatives, service providers and the wider community.
- To coordinate access to necessary services to help support improved health outcomes.
- To develop an individualised care and service plan in collaboration with the client based on assessed needs.
- Refer to other health professional services as appropriate and required.
- Provide referral support to other appropriate community services as required;
- To work collaboratively with other relevant Health Care providers and organisations to enhance and support improved outcomes for clients.
- Demonstrates the ability to develop, maintain and appropriately conclude professional relationships with clients, significant others and key service providers.
- Provide advocacy and support, which may include structured support.
- Provide advice and information to HCP recipients, their families and other service providers;
- To work closely with the Community Nurse Navigator and report regularly regarding the status of packages.
- Identify opportunities to improve service delivery processes and procedures to ensure an efficient and effective service to clients.

## KEY BEHAVIOUR REQUIREMENTS

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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

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**Reports to:** Community Nurse Navigator Team Leader

Takes direction from the CFO regarding financial matters

## **ESSENTIAL REQUIREMENTS**

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

- National Police Conviction Check
- Current Working with Vulnerable People (Employment/Volunteer) registration
- Pre-employment Medical
- Current Australian drivers license

## **SELECTION CRITERIA**

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1. Demonstrated knowledge and / or understanding of Community Aged Care, 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 client outcomes.
3. Demonstrated experience in package care coordination and advocacy including the ability to provide documented evidence of periodic analysis and revision of expected outcomes, interventions and priorities in the clients 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 to your manager regarding the HCP client budget.
5. Demonstrated ability to meet deadlines and prioritise in a high demand work environment.
6. Demonstrated understanding of and commitment to the principles of quality improvement.

## **WORKING ENVIRONMENT**

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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.

## PHYSICAL REQUIREMENTS OF THE POSITION

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Applicants must successfully complete an Occupational Health Assessment 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 functionally 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/slippy 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 whereby people have been smoking			X	

## DECLARATION

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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: \_\_\_\_\_  
*(Director)*