

POSITION DESCRIPTION



Position Title:	Case Manager
Award:	Hobart District Nursing Service Inc. Nurses Agreement 2020
Reporting to:	Home Care Packages Team Leader
Date Approved:	9 th April 2021
Approved By:	Director of Care

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, 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 OBJECTIVE

To work with a group of consumers (and their family/carer's) in the coordination of services that will promote the consumer's independence, optimize their wellbeing, and support them through ill health and restorative care or death.

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

KEY RESPONSIBILITIES

- To coordinate the delivery of and Home Care Packages (HCP) and Short Term Restorative Care (STRC) packages, including meeting the intake and exit criteria and driving the care coordination.
- To work collaboratively with Health professionals and other relevant Health Care providers/organisation's to enhance and support improved health outcomes.
- To record and maintain accurate consumer health information
- To develop a professional relationship with the consumer, placing the consumer's dignity and preferences at the forefront, recognizing their right to make choices about their care and take risks.
- To respect cultural diversity and apply the values of TDN: equality, trust, versatility, transparency, commitment and excellence.
- To develop an individualised care and service plan based on assessed needs and in collaboration with the consumer and relevant health professionals.
- To work with consumers to actively manage their package budgets within government guidelines.
- Ensure accuracy of data entry and records in accordance with STRC, 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 STRC/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
Takes direction from the CFO regarding financial matters

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)
- Current Australian drivers license
- Current unrestricted registration with AHPRA
- Pre-employment Medical

SELECTION CRITERIA

1. 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 consumer-centered services.
3. Demonstrated experience in case management or equivalent.
4. Demonstrated ability in working with financial data and within government guidelines.
5. 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 to meet deadlines.
7. Understanding of and commitment to the principles of quality improvement.
8. The ability to work effectively with electronic clinical systems and other databases.

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 offices and vehicles are designated as smoke free working environments.

SAFE PRACTICE AND ENVIRONMENT (SPE)

The primary responsibility for implementing safe work practises 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 practises 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.

PHYSICAL REQUIREMENTS OF THE POSITION

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/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 whereby 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: _____
Employee

Date: _____

Signed: _____
Manager

Date: _____