

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Clinical Case Manager		
Agreement:	Hobart District Nursing Service Inc. Nurses Agreement 2020		
Approved By:	Paul Byrne – Interim CEO	Approved Date:	1 <sup>st</sup> Sep 2021

THE DISTRICT NURSES PURPOSE AND VALUES

**Purpose**

- Committed to care
- Tasmania’s most trusted community healthcare provider

The following values guide the day-to-day operations and future planning of The District Nurses;

- Commitment** – We are committed to inclusive service provision that ensures equitable access and quality outcomes for all.
- Equality** – We respect the rights of all.
- Trust** – We are recognised for our reliability and the highest standards of care.
- Versatility** – We are responsive to our customers’ needs, rights and choices.
- Excellence** – We strive to perform to the highest standards and deliver the best services
- Transparency** – We are always open to scrutiny and are professional, safe, ethical and honest.

POSITION OBJECTIVE

The Clinical Case Manager undertakes consumer intake and ongoing case management for aged care recipients eligible for Home Care Packages and Short-Term Restorative Care Program funded by the Commonwealth Government. This includes comprehensive assessment and care planning, coordinating delivery and brokerage of services within the package budget and Government guidelines, and communicating with family, health professionals and other service providers as required.

POSITION RESPONSIBILITIES

Key Work Activities	Work Performance Requirements
Assessing Consumer Needs	<ul style="list-style-type: none"> <li>Completes integrated assessments with the consumer to gain an appreciation of the individual, their history and their goals; and together develop a plan of care and services.</li> <li>All aspects of interaction with the consumer and about the consumer are documented, always maintaining consumer privacy and confidentiality.</li> </ul>
Coordination of Services	<ul style="list-style-type: none"> <li>Interacts with a wide range of health professionals and other service providers to coordinate a range of services for consumers.</li> <li>Maintains accurate and concise consumer health records and care plans.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>Maintains ongoing and effective relationships with key stakeholders involved in the consumer’s services to ensure appropriateness, safety, quality, consistent and continuity of care. Develops professional relationships with the consumer, places the consumer’s dignity and preferences at the forefront, recognising their right to make choices about their care, and take risks.</li> </ul>

	<ul style="list-style-type: none"> <li>Establishes a holistic relationship with their consumers to implement services which support their social, psychological, physical, and spiritual needs, goals and wishes.</li> <li>Respects and understands cultural diversity and applies the values of TDN; equity, trust, versatility, transparency, commitment and excellence in all interactions.</li> </ul>
Budget Management	<ul style="list-style-type: none"> <li>Liaises with the consumer or nominee to ensure Government funds provided through the packages are utilized within legislation and guidelines and to the benefit of the consumer.</li> </ul>
Clinical Support	<ul style="list-style-type: none"> <li>Provide advice and support to the HCP Team on clinical and/or complex cases as required.</li> </ul>
Quality Improvement	<ul style="list-style-type: none"> <li>Is responsible and accountable for their actions but receives the support of colleagues, HCP Team Leader and an experienced Senior Management team.</li> <li>Safe and high-quality care and services are supported by contemporary policies and procedures, and the incident management system.</li> <li>Cultivates and promotes a learning culture through the participation in orientation, buddy shifts, team meetings, continuous improvement practices, in-service education programs and performance reviews.</li> <li>Contribute to the ongoing development of the program including participating in development of procedures, planning and reviewing of care recipient services.</li> </ul>

#### ORGANISATIONAL RELATIONSHIPS

Reports To:	Home Care Packages Team Leader
Supervises:	Nil reports
Key Working Relationships:	<p><b>Internal Liaison:</b> Nurses, Support Workers, Schedulers, Finance and Care Coordinators.</p> <p><b>External Liaison:</b> Consumers, families and guardians, health professionals, service providers, My Aged Care, ACAT.</p>

#### QUALIFICATIONS AND COMPETENCIES

<b>ESSENTIAL REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>Drivers Licence</li> <li>National Police Check</li> <li>Tertiary qualifications in Allied Health or Nursing</li> </ul>
<b>DESIRABLE REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>Complex case management experience</li> </ul>

#### SELECTION CRITERIA

<ol style="list-style-type: none"> <li>Demonstrated experience working in service provision to elderly people with complex needs.</li> <li>Demonstrated commitment to working within a multidisciplinary team.</li> <li>Demonstrated ability in working with financial data and within government guidelines.</li> <li>Demonstrated high level of written and verbal communication/interpersonal skills.</li> <li>Proven time management skills capable of planning, setting, and meeting priorities in a high demand work environment.</li> <li>Demonstrated commitment to professional development and continuous improvement.</li> </ol>
---

7. The ability to work effectively with Microsoft Suite, electronic clinical management systems and/or the ability to learn customer management systems.

### PHYSICAL REQUIRMENTS

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 as you may be deemed unfit for duty.

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				
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	

### EMPLOYEE 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.

Signature

Date

### MANAGER COMPLETION

Signature

Date

Name

Position