

Position Description

Position Title:	Care Management Officer
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Section:	Administration, Clerical, Technical, Professional Community Service, Supervisory and Managerial Services
Classification:	Level 4-5
Employment Type:	Full time
Department:	Community Services & Wellbeing / Community Care
Reports to:	Community Care Team Leader (or as directed)
Direct Reports:	0

POSITION OBJECTIVE

The Care Manager is responsible for implementing the Care Finder program within the Flinders Shire and Richmond Shire areas and providing case support and care management services to Community Care clients within the Flinders Shire. The role is responsible for:

- Providing specialist and intensive assistance to help people to understand and access aged care and connect with other relevant supports in the community, and
- Specifically target people who have one or more reason for requiring intensive support to interact with My Aged Care, access aged care services and/or access other relevant supports in the community.
- Providing case management and coordination services to existing Community Care clients, supporting them to remain living safely in their homes for as long as possible.
- Supporting intake, reassessment, referrals, community engagement and service development activities across aged and disability care streams.

The role will be required to undertake community and stakeholder engagement, client engagement, referral and follow up, reporting and other administrative tasks as required. The role will also support the intake and reassessment process for the Flinders Shire Community Care program.

The role requires a high level of professionalism, a commitment to high-quality service delivery, and a proactive approach to continuous improvement, ensuring outcomes align with the best interests of Council and the community.

KEY POSITION RESPONSIBILITIES

Care Management

- Manage client intake and reassessment, and ensure initial documentation (i.e. client information, initial assessment and care plan, consents, ROI and hazard risk assessment).
- Provide ongoing case support and periodic check-ins to ensure client needs are being met and adapt services as needed.
- Develop tailored support plans in consultation with clients, carers, families and service providers.
- Advocate for clients and liaise with medical, allied health and aged care assessment teams as needed.

- Monitor package budgets and service quality.
- Maintain and update accurate client data, client care notes and care plans using the designated database and portal; as required by funding bodies.
- Support the reassessment process for CHSP, and Support at Home.
- Review rosters in line with care plans and changing needs.
- Maintain compliance with relevant program guidelines, legislation and Council policies. Remain up to date in interpretation and application of Commonwealth Support at Home Support Program, Support at Home, Veteran Affairs, Queensland Community Care Services & NDIS Standards and Program Guidelines ensuring their application is current at all times.
- Provide input into service development and continuous quality improvement initiatives, including digital system transitions and policy updates to align with reforms such as Support at Home.
- Take a proactive role in identifying risks, escalating incidents and safeguarding concerns, ensuring prompt reporting and follow-up in line with Council policy.

Care Finder Program Coordination

- Act as first point of contact for current and potential clients and stakeholders (e.g. ACAT) in the Aged Care and Disability service areas;
- Delivery of high-quality care finder support through information, support, representation and assertive outreach as per program information.
- Provision of individual and intensive support to clients to ensure they understand and can access relevant aged care and other services.
- Connect with other relevant supports in the community, this may occur before assisting a person to access aged care (as well as at any other time).
- Support people to interact with My Aged Care and relevant assessment services.
- Undertake assertive outreach to proactively identify and engage with people in the care finder target population within the local community including contact with intermediaries and other stakeholders.
- Explore and establish different ways to efficiently engage and build rapport with potential clients.
- Provide high level check-ins with clients on a periodic basis and follow-up support once services have commenced.
- Develop and meet targets within annual work plan (performance and education).
- Identify services that older people can use where appropriate.

Stakeholder & Community Engagement

- Maintain up to date knowledge of community care and care finder service requirements and be a point of contact to internal and external stakeholders.
- Participate in relevant meetings / forums to raise and address issues, network and liaise with relevant services to maintain good working relations and facilitate access to the programs.
- Undertake community development functions to facilitate and promote programs to clients and enhance effectiveness of programs with providers.
- Promote programs and Council's role in supporting vulnerable older people within the community.
- Identify service needs / gaps from case work and provide feedback to Community Care Team Leader.
- Contact and liaise with other care finder services and existing older people support groups in the region.
- Develop partnerships with service providers and community members identifying as Aboriginal, Torres Strait Islander, Australian South Sea Islander, Lesbian, Gay, Bisexual, Transgender and Intersex People, and other people from Culturally and Linguistically Diverse backgrounds.
- Build strong inter-agency partnerships with regional ACAT teams, hospitals, allied health services, Aboriginal and Torres Strait Islander, CALD organisations and other local networks to improve client outcomes.

Community Care Administration

- Maintain up to date knowledge and understanding of the relevant legislation, policies and procedures.
 - Support Community Care Team Leader as required with program development and improvement as directed. Ensure general administration and records management requirements are being met.
 - Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner.
 - Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required.
 - Attend and actively participate in case conferencing, multi-disciplinary team meetings and project work.
 - Demonstrate the ability to work positively and communicate effectively withing a team environment as well as autonomously to achieve service delivery excellence.
 - Ensure that requests are acted on and reported upon in accordance with Council Policy.
 - Keep the Community Care Team Leader appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with clients, ratepayers and/or the public.
 - Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced.
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SELECTION CRITERIA

Essential

- Experience working with older people or disadvantaged/vulnerable groups.
- Demonstrated knowledge of the relevant funding and supports available for older people.
- Demonstrated ability to understand and apply legislation, policies and procedures, including the ability to identify issues and problem solve.
- Demonstrated ability to take responsibility for work activities and act with initiative to deliver tasks on time, including competing priorities while working within a team.
- High level of communication and interpersonal skills with the ability to develop effective professional partnerships across diverse stakeholders including vulnerable, aged, frail and their carers, advocates and Government agencies.
- Demonstrated high level of Microsoft Office Suite, and the ability to rapidly acquire knowledge of corporate and other programmes used by Council such as Authority and TRIM.
- Commitment to continuous quality improvement and to maintaining quality outputs, and commitment to uphold Council's Code of Conduct, Workplace Health and Safety and Anti-Discrimination policies.
- Current C Class drivers' licence.
- Commitment to uphold Council's Code of Conduct, Workplace Health and Safety and Anti-Discrimination policies.

Desirable

- Certificate III Aged Care (Individual Support)
 - Current CPR and First Aid certificate, or willingness to obtain.
 - Willingness to complete and obtain pre-employment checks including National Police check and Disability Positive Notice Card.
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CORPORATE RESPONSIBILITIES

General

- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level

- Actively promote the values of the organisation to staff
- Actively participate in identifying, recommending, developing, and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently

Administration

- Ensure general administration and records management requirements are being met
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required
- Ensure that requests are acted on and reported upon in accordance with Council Policy
- Keep your supervisor/manager appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

Organisational Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities:
 - changing workforce capabilities through multiskilling, succession planning, knowledge management
 - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live the values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community, and self

Corporate Responsibilities

All employees are bound by the *Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Flinders Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

Work Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Flinders Shire Council Work Health and Safety (WH&S) requirements, including the WH&S Management System, and WH&S Policies, Procedures, and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).
- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

Other Requirements

- This position operates from Council's Administration Office in Hughenden. However, there is a requirement to travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role.
- Travel (including outside of normal hours) to attend training may be required
- The incumbent must be:
 - prepared to work flexible hours to meet the requirements of the position.
 - willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required.
 - medically fit and physically capable to meet requirements of the position.
 - Prepared, if required, to undertake a medical assessment by Council's medical practitioner; and
 - Prepared, if required, for Council to undertake a Criminal History Check

ORGANISATIONAL RELATIONSHIPS AND DELEGATIONS

Internal: Employees across all Council portfolios through to senior leaders including CEO

External: General public, government departments, contractors, suppliers, and community groups

Delegations: Care Management Officer works under limited supervision from the Community Care Team Leader and has the skills to manage time and organisational priorities. This position has delegated decision making and purchasing authority in accordance with Council's Delegation Register and Procurement Policy.

POSITION DESCRIPTION AUTHORISATION

Position Descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Flinders Shire Council may be developed or restructured.

Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Approved: Barbra Smith, Director of Community Services & Wellbeing

Signature: _____ **Date:**/...../.....

ACKNOWLEDGEMENT

I accept the above Position Description and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements.

Employee Name: _____

Signature: _____ **Date:**/...../.....