



GREAT OCEAN ROAD
HEALTH

Home Care Packages Case Manager

Part time (32 hours / week) up to Full time (negotiable)

Ongoing

September 2020

1. Information for Applicants
2. Position Description
3. Employment Application Form
4. Organisational Structure
5. Geographical Location



INFORMATION FOR APPLICANTS

Home Care Packages Case Manager

1. Please provide a current **Resume** and prepare a **Cover Letter**. Applicants are also required to address each of the descriptors under the **“Required Education, Training, Knowledge and Experience”** section of the Position Description provided. Examples and descriptions of how you are able to meet these requirements must be provided.
2. Please complete the **Employment Application Form** and forward with your application.
3. Offers of employment will be conditional on relevant organisational pre-employment screening approvals including a **Nationally Co-ordinated Criminal History Report** and current **Victorian Employee Working with Children Check**. **All** associated costs of obtaining both screening requirements are borne by the prospective employee.
4. All prospective employees are required to complete a **Staff Immunisation Pre-employment Questionnaire** and provide documented evidence of current immunisation and must be willing to participate in Great Ocean Road Health’s annual immunisation program as per Great Ocean Road Health’s Workplace Immunisation Policy.
5. Salary and allowances will be paid in accordance with the relevant enterprise agreement (dependent on qualifications).
6. Position is ongoing, part time (32 hours / week, 0.8 FTE) up to full time (negotiable).
7. Great Ocean Road Health will pay superannuation in accordance with the *Superannuation Guarantee (Administration) Act 1992* to a nominated Superannuation fund.
8. Great Ocean Road Health provides equal opportunity and fair and equitable treatment in employment to all people without regard to race (including ethnic origin and nationality), colour, religion, gender, age, disability, political affiliation, marital status, actual or assumed physical, intellectual or psychological impairment, family or carer’s responsibilities, sex (including pregnancy and marital responsibilities) sexual orientation.
9. Great Ocean Road Health promotes a workplace that actively seeks to include, welcome and value the unique contributions of all people. GORH encourages applications from Aboriginal and Torres Strait Islander people, people of all religious, cultural and linguistic backgrounds and sexual orientations, those who are gender diverse and people with disabilities.
10. Attach copies of relevant qualifications and Registration Certificates (if applicable) to your application.
11. The names of three professional referees are required including, if possible, your supervisor if you are currently working or a previous supervisor if you are not currently working.
12. For further information please contact, Co-ordinator, Allied Health & In Home Support, Shelly Pascoe shelly.pascoe@gorh.vic.gov.au
13. **Applications close 9.00am Thursday 24th September 2020.**

14. Address applications to
Human Resources
Great Ocean Road Health
PO Box 84
Apollo Bay VIC 3233
or
hr@gorh.vic.gov.au

Position Description

Home Care Packages Case Manager

JOB TITLE

Position	Home Care Packages Case Manager
Classification	HS4/Community Development Worker Class 2B (dependant on qualification) 0.8 – 1 EFT dependant on package numbers
Award	Dependant on qualification
Performance Appraisal	Initial review at three (3) months, then annually.

GREAT OCEAN ROAD HEALTH

The Great Ocean Road Health acts as the auspice body for the Lorne Community House. Great Ocean Road Health is a rural public health service that has campuses at Lorne and Apollo Bay in South West Victoria. Our community members are offered acute hospital beds, residential aged care beds, a renal dialysis unit (Lorne), a 24 hour urgent care service, medical centres, community health care and in-home support services. Great Ocean Road Health was formed in 2019 with the amalgamation of Lorne Community Hospital and Otway Health.

VISION

Great care for our community

VALUES and BEHAVIOURS

- ❖ **Professional:** We deliver excellent, confidential, reliable and safe service with integrity to the community. We are dynamic, innovative and adaptable in responding to changing health and social environments. We deliver person-centred care and are welcoming and equitable to all people engaging with the service.
- ❖ **Integrity:** We strongly adhere to moral and ethical principles. We act with sound moral character and honesty. We earn trust through professional behaviour. We are loyal to colleagues and the organisation.
- ❖ **Respect:** We value the qualities, beliefs and abilities of individuals. We have empathy and compassion. We encourage, support and nourish self-esteem. We positively assist learning and development. We are consultative; providing a non-judgmental, accepting environment where needs are acknowledged and considered.
- ❖ **Accountability:** We are responsible for the quality of care, services and teamwork. We transparently report and explain. We are responsible for the consequences resulting from our actions.

POSITION BACKGROUND

Great Ocean Road Health's priority is to work with its client base and community to strengthen the community and ensure that people are well supported and able to improve and enhance their wellbeing.

The Home Care Packages Case Manager is required:

- To work collaboratively with clients to develop a Consumer Directed Care Plan that meets the requirements of their assessed need
- To lead, plan and coordinate the activities of Case Management for GORH's Home Care Packages
- Promote Home Care Packages and provide information to prospective consumers.
- Assist older people, with the support of their carers to remain living safely and independently in their own home and community by facilitating and coordinating the provision of care arrangements that are responsive to their individual needs.
- To contribute to the development and monitoring of a range of home care package services that promote the health, safety and wellbeing of residents of the GORH catchment.

KEY RESPONSIBILITIES

RESPONSIBILITY AREA 1: **Organisational Responsibilities**

ROLE SPECIFIC TASKS	MEASURES
Organisation Culture	<ul style="list-style-type: none"> ▪ To understand and adopt GORH values in all areas of responsibility with attention to consumer focus, teamwork and community orientation. ▪ GORH strongly supports Equal Opportunity and Access to Services, and expects all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, and sexual diversity and orientation.
Occupational Health and Safety	<ul style="list-style-type: none"> ▪ Proactively take responsibility for your own health and safety and for the health and safety of anyone else who may be affected by our acts or omissions in the workplace. ▪ Understand and proactively work within Occupational Health and Safety Acts, regulations and codes of practice. ▪ Minimise exposure to incidents of infection/cross-infection of patients, residents, staff, visitors and the general public by adhering to the organisation's Infection Control policies and procedures, including compliance with GORH vaccination program
Risk Management	<ul style="list-style-type: none"> ▪ Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained.
Management and Control	<ul style="list-style-type: none"> ▪ Ensure all activities are within the approved policies, legal and ethical framework of the organisation. ▪ Understand and take responsibility to work within the delegations of authority.
Quality Management	<ul style="list-style-type: none"> ▪ Report incidents on the incident reporting system. ▪ Lead or participate in quality activities in ensuring that opportunities for improvement are actively explored and best practice is achieved. ▪ Understand the quality standards and accreditation requirements relevant to the role and ensure systems and processes are consistent. ▪ Partner with patients, carers and other consumers in activities to improve the safety and quality of care.
Professional Development	<ul style="list-style-type: none"> ▪ Ensure skills are up to date and in accordance with best practice guidelines. ▪ Keep up to date with changes in Policies and Procedures. ▪ Ensure all mandatory LMS training is undertaken

	within all required timeframes.
Child Safe	<ul style="list-style-type: none"> ▪ Demonstrate an understanding of Child Safe Standards and comply with the Great Ocean Road Health Child Safe – Code of Conduct. ▪ A current Working with Children Check may be required for Great Ocean Road Health Employees
National Criminal History Check	<ul style="list-style-type: none"> ▪ A current National Criminal History Check is required for Great Ocean Road Health Employees.
General Statement of Duties	<ul style="list-style-type: none"> ▪ Perform the inherent responsibilities of the position and other related duties as directed and assigned to you, having regard to your skills, qualifications, training and experience, to contribute to meeting client and community needs and program requirements.

RESPONSIBILITY AREA 2: Clinical Practice / Professional Practice

Great Ocean Road Health strives to deliver the highest level of care possible. To enable this to occur, all personnel need to develop and maintain appropriate professional behaviours in all areas of practice. This covers both clinical and non-clinical workplaces, and is the physical manifestation of the Great Ocean Road Health values.

Clinical –

ROLE SPECIFIC TASKS	MEASURES
▪	Not Applicable

Professional –

ROLE SPECIFIC TASKS	MEASURES
<ul style="list-style-type: none"> ▪ In accordance with the Home Care Package Program guidelines, ensure eligible residents of the GORH catchment, have access to appropriate levels of Aged Care support and services. 	<ul style="list-style-type: none"> ▪ Support and facilitate the provision of the allocated Consumer Directed Care packages via the accurate completion and lodgement of documents in accordance with the HCP guidelines.
<ul style="list-style-type: none"> ▪ Provide verbal and written information to consumers, new to the program that clearly sets out fees, budgets, service availability etc. in a Service Agreement in accordance with the Australian Government Guidelines. 	<ul style="list-style-type: none"> ▪ Ensuring that accurate information and advice is provided to residents, service users, staff, the Coordinator Allied Health and In Home Support, Director Community Services and other agencies
<ul style="list-style-type: none"> ▪ Develop and document a strengths based care plan with the client and their carer/representative to implement services which will met their individual needs. ▪ Facilitate client ownership of making decisions and their choices 	<ul style="list-style-type: none"> ▪ Support the ongoing access to Consumer Directed Care by working, in consultation with the consumer, the establishment of a budget and associated care plan
<ul style="list-style-type: none"> ▪ Provide ongoing case management for up to 40 Home Care Packages (HCP) for the consumer/carer, conduct regular reviews of their needs and amend care plans as appropriate. 	<ul style="list-style-type: none"> ▪ Monthly budgets are finalised and made available to all recipients of a Commonwealth funded Home Care Package.
<ul style="list-style-type: none"> ▪ Liaise and advocate with other relevant service providers regarding individual care needs and required levels/types of services. 	<ul style="list-style-type: none"> ▪ Generation of HCP monthly activity reports via the client management system (Trak/E-tools/Carelink+). ▪ Monthly acquittals are provided to the service provider by the 14th day of the month.

<ul style="list-style-type: none"> Maintain up to date consumer/carer files including care Plans and care notes. This includes reviewing care plans t agreed internals and in line with program guidelines 	<ul style="list-style-type: none"> Full compliance is achieved via internal audits
<ul style="list-style-type: none"> Be responsible for consumer/carer confidentiality and security of information as outlined in GORH Privacy Policy and relevant Legislation. 	<ul style="list-style-type: none"> Full compliance is achieved via internal audits
<ul style="list-style-type: none"> Provide and ensure culturally relevant care is provided in line with consumer preferences. 	<ul style="list-style-type: none"> Full compliance is achieved via internal audits
<ul style="list-style-type: none"> In conjunction with the consumer/carer undertake regular risk assessments and provide support to the consumer to rectify risks. 	<ul style="list-style-type: none"> Client notes maintained in client management system to enable all participants to access up to date information.
<ul style="list-style-type: none"> Address consumer/carer complaints in accordance with GORH's Complaints Policy and provide feedback to consumer/carer and Co-ordinator 	<ul style="list-style-type: none"> Full compliance is achieved via internal audits
<ul style="list-style-type: none"> Represent GORH in case management meetings, care planning/review meetings and networks both within and outside GORH. 	
<ul style="list-style-type: none"> Assist in the development of policies associated with case management, for management consideration, in consultation with staff and relevant stakeholders. 	<ul style="list-style-type: none"> Ensure the development and implementation of continuous improvement activities as per the quality plan and action items from the QRS meetings
<ul style="list-style-type: none"> Evidence is readily available that demonstrates how the practices applied to the provision of Home Care Packages which consistently achieves the outcomes aligned with the Home Care Standards. 	<ul style="list-style-type: none"> Full compliance is achieved via external audits.
<ul style="list-style-type: none"> Understanding records management obligations and responsibilities. Making and keeping accurate and complete records of business activities and decision making. Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters. 	<ul style="list-style-type: none"> Ensuring the quality and accuracy of the data used or entered on GORH databases and systems. All client service agreements and associated documents are completed and stored in accordance with the Privacy Data Act. Communication with clients is recorded within the client management system, under the appropriate "note type" by end of day.
<ul style="list-style-type: none"> Be knowledgeable of the various funding sources (ie Commonwealth Home Support Program), Veteran Care (DVA), Respite care etc. 	

RESPONSIBIITY AREA 3: Information Management (inc Communication & Documentation)

Great Ocean Road Health understands the need for effective communication and rigorous documentation in the delivery of health care. How we manage information within the organisation is crucial for our customers trust, our reputation in the wider community and how they perceive Great Ocean Road Health.

ROLE SPECIFIC TASKS	MEASURES
<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

SCOPE OF PRACTICE

The Home Care Packages Case Manager will be limited to:

- Activities described within the position description
- Other activities as agreed with Line Manager.

ORGANISATION CHART

Reports to:	Co-ordinator Allied Health and In Home Support
Supervises:	Home Care Package Coordinator and Admin staff
External Liaisons:	Represents Great Ocean Road Health to the community as required. Established and maintains relevant networks and links with appropriate agencies.
Internal Liaisons:	Executive Staff – Chief Executive Officer (CEO), Director Community Services (DComServ) Administration Team All Great Ocean Road Health staff

REQUIRED EDUCATION, TRAINING, KNOWLEDGE AND EXPERIENCE

Essential Education:

- Degree or Diploma level qualification in Aged Care/Community Care/Social Welfare/Social Sciences or relevant field.

Essential Requirements:

- Demonstrated experience in provision of case management and home based assessments.
- Police Check results that are suitable for this position.
- Working with Children Check

Experience

- Minimum 3 years of experience (within the past 10 years) working as part of a team responsible for the provision of community based aged care and disability services.

Knowledge and Skills

- Demonstrated experience in the application of a suite of software programs, including a client management system and Microsoft suite.

Personal Qualities

- Demonstrated commitment to GORH values – Professional, Integrity, Respect & Accountability.
- Ability to communicate effectively with and gain the co-operation of GORH staff, volunteers, clients and residents from a diverse range of age groups, cultures and backgrounds.
- Ability to problem solve and work collaboratively with others to achieve positive outcomes.
- Flexibility and willingness to work autonomously and as part of service delivery of the Community Services Division.
- Open and effective communication skills which promote a positive team approach.
- Well-developed oral and written communication skills

Desirable Skills:

- Experience in a similar role or service orientated business unit.
- Relevant tertiary qualifications in health/aged care/welfare/nursing or social sciences qualification.
- Valid Driver's licence and access to a vehicle.
- First Aid Level II certificate.
- An understanding of information communications technology

PERFORMANCE STANDARDS

Evidence of completion of competencies relating to your current role.

AGREEMENT

Pre-Employment Health Declaration

Prior to any person being appointed to this position, it will be required that they disclose full details of any pre-existing injuries or disease suffered, or existing injuries or disease that a person continues to suffer of which they are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment.

Position Description Approved _____ Date _____
Manager/Director Signature

Position

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.

Employee Signature Date _____

Employee Name (please print)

EMPLOYMENT APPLICATION FORM

Position Applied For

Title :

Personal Details

Name :

Postal Address :

Home Address :

Email Address :

Telephone No(s) Home **Mobile Phone**

Do you wish to be contacted at work? Yes No **If yes, Work No:**

Residency Status

Australian Citizen Permanent Resident Other: *(specify, including status of work visa)*

Passport Number and Country of Issue

Do you identify as Aboriginal or Torres Strait Islander? Yes No

Languages Spoken

Do you speak languages other than English? Yes No **If yes, specify:**

Police Check

Do you have a current police check dated within the last 6 months? Yes No

Have you lived overseas for 12 months or more in the last ten years? Yes No

If yes do you have an International Police Check? Yes No

Current Employment

Tick if already provided on CV and go to next section

Employer:

Name and Address:

.....

Position:

Length of Service: From To

Classification/Grade

Period of notice:

Status: (X) **Full Time** **Part Time** **Permanent** **Temporary**

Are any family members or friends currently, or have ever been employed by Lorne Community Hospital?

Yes **No** **If yes, please state:**

Position: Area of Service:

Dates employed:

Pre-Employment Declaration

Have you received an **Enhanced Resignation Package**? **Yes** **No**

Have you received a **Voluntary Departure Package** from any Victorian Government public sector department of agency within the last three calendar years? **Yes** **No**

Are you presently on **Long Service Leave** from another employer? **Yes** **No**

Previous Injuries? **Yes** **No** WorkCover Claims? **Yes** **No**

Educational Qualifications

Tick if already provided on CV and go to next section

Qualification Awarded (1):..... **Major Study?**

Institution: **Years of Study (eg 92-95)**

Qualification Awarded (2): **Major Study?**

Institution: **Years of Study (eg 92-95)**

Other Completed Course or Subjects:

.....

NB. Attach additional educational details.

Occupational Health & Safety

- In the interests of providing a safe work environment for all staff, applicants shortlisted for interview with Great Ocean Road Health will be requested to disclose all pre-existing injuries or medical condition which could foreseeably be affected by the nature of employment for which they are applying (as per the Position Description).
- This disclosure will not influence the selection process unless it is clear the pre-existing condition would prevent the applicant from safely carrying out the requirements of the position.
- Applicants are advised to consult their Doctor if they have a pre-existing injury or medical condition and are unsure about its relevance to the position for which they are applying.
- Prior to an offer of employment successful applicants may be required to provide a letter of medical clearance from their Doctor to undertake the position.

Referees

Tick if already provided on CV and go to next

(Please provide names of 3 referees who may be contacted in relation to your work history, experience and performance *Reference checks will be conducted legally in an ethical manner and all information derived will remain confidential.*)

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

2

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

3

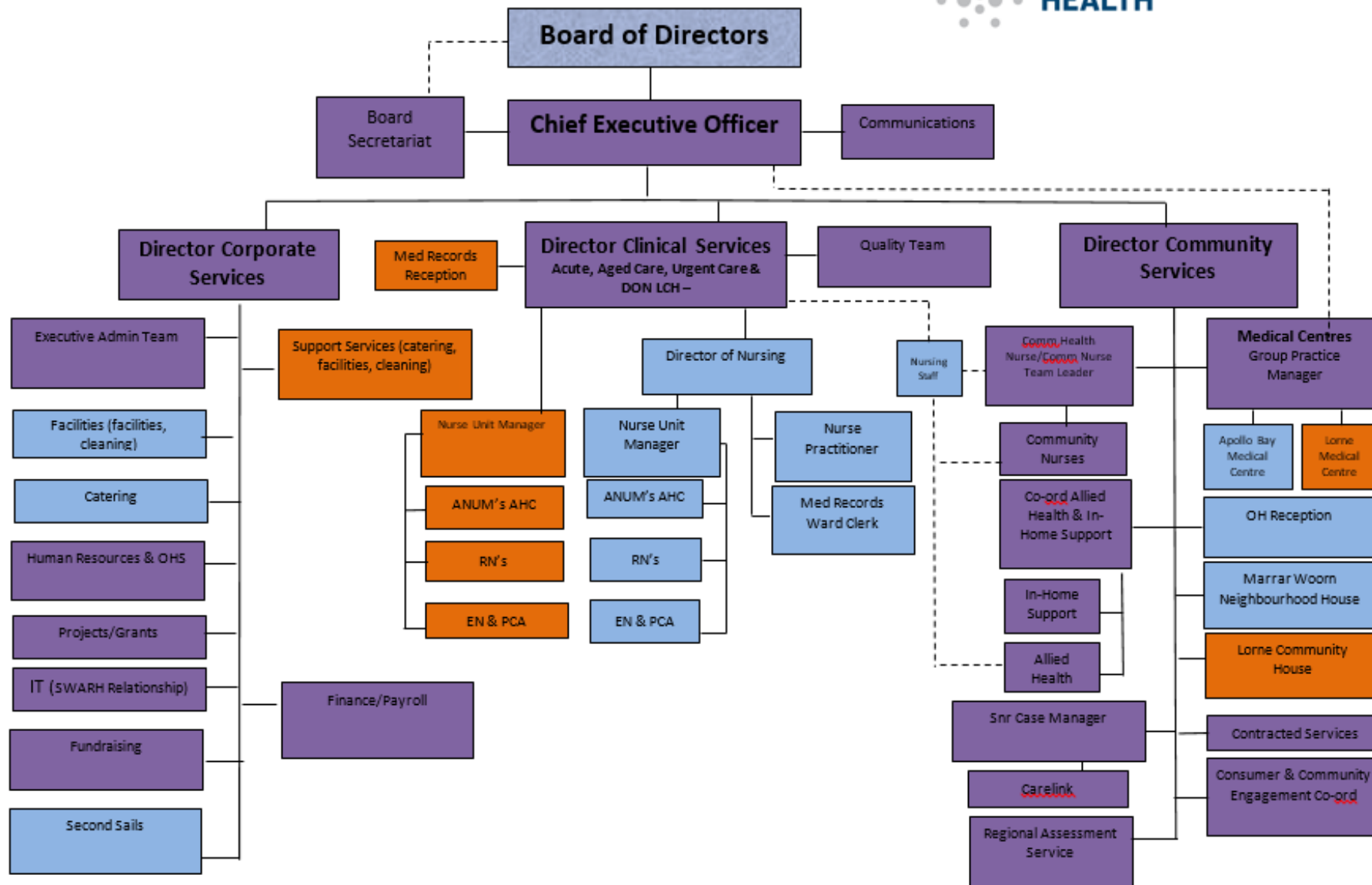
Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

Declaration:

I certify that the statements made by me in this application form and any supporting documentation (eg. resume, academic results, qualifications) are true and complete. I understand that false, inaccurate, misleading or untrue statements or knowingly withheld information may disqualify me from employment, or result in termination of employment with this organisation. I give permission for my nominated referees to be contacted as part of the recruitment process. I understand that, a Nationally Co-ordinated Criminal History Check, and Working with Children Check may be required and I will be notified if this applies to this application.

Signature of Applicant :		Date :	
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ORGANISATIONAL STRUCTURE



CEO Endorsed
June 2020



Geographical Location

Located along the Great Ocean Road

186km (2hrs 32 mins) from Melbourne

