

POSITION DESCRIPTION

CARE MANAGER

DIVISION or PROGRAM:	Home Care	AWARD AND LEVEL (if applicable):	SCHADS Level 4
DATE OF APPROVAL:	September 2019	APPROVED BY (Position Title):	GM, Home Care

PURPOSE OF THE POSITION

The Care Manager is responsible for working with the people we support and their families and carers to co-ordinate services and supports. A predominately office based role; the Care Manager will work closely with Home Care Specialists to provide a seamless service to clients.

This role will require the management of a high case load and require a high level focus on delivery of customer centric care and relationship management. This role is agile, and will adapt to changing internal and external needs over time.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with and contribute to CatholicCare's Mission, Vision, Values, Guiding Principles and its Code of Conduct and Ethics
- Liaise with Home Care Specialist and through information provided in the Client Enquiry data base establish and initiate provision of required services
- Work collaboratively with the Home Care Specialist remote team to meet client and organisation needs
- Establish client data and paperwork including, where required, advanced financial plans (client budgets)
- Ensure clients are provided with advice regarding available support options within the Home Care Division
- Following assessment by the Home Care Specialist, ensure care plans have been completed on Carelink+. Ensure the client is provided with a copy of the care plan to sign along with financials and roster of services. Ensure that the care plan is updated with any changes and these are provided to the client. Schedule reviews, follow up with internal and external partners on recommendations outlined in the care plan, monitor and implement care schedules.
- Determine clients' support requirements and work with the Scheduling team and Home Care Specialist team to establish services
- Link and facilitate other service provisions to meet client needs including internal services
- Management of all client data through Carelink +, ensuring that records are accurate and up to date at all times
- Monitor compliance requirements and schedule client reviews with Home Care Specialist, Nursing and Allied Health Professionals as appropriate
- Assist and support clients to navigate the community support available and make decisions to meet their needs
- Monitor clients changing support needs and assist clients to transition to higher levels of care as required
- Routinely and actively seek client/carer/advocate feedback on client well-being and satisfaction with services
- Reassess clients, using appropriate assessment tools such as telephone assessments and schedule Home Care Specialists when a home review is required

- Monitor and confirm that programs meet required outputs, ensuring hours are recorded accurately in Carelink+
- Manage client budgets (Home Care Package clients), invoicing and statements
- Manage client queries and complaints, including new client enquiries and those related to financial plans through to resolution
- Client Incident management
- Oversight of initial client roster set up and ongoing scheduled services
- Support office-based Volunteers with client or program related queries
- Conduct assessments (home or hospital) as required to support Home Care Specialist team
- Attend Aged Care expos and other promotional opportunities to promote CatholicCare service offerings
- Other duties as directed from time to time

KEY COMMUNICATIONS

This role provides timely information and delivers quality service to clients, to do this the role also works closely with the broader Home Care team, including the Management team, Home Care Specialists, Allied Health, Community Support Workers and Volunteers and those responsible for scheduling.

knowledge, skills, qualifications and experience (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Relevant tertiary qualifications and / or significant relevant experience and a comprehensive knowledge of Aged Care Industry Regulations and standards along with community support services available for clients, including knowledge of available services outside the scope of the Aged Care programs e.g. mental health organisations, CRCC etc.
3.	Strong customer service skills and an ability to negotiate with internal and external stakeholders to enhance the quality and level of service to clients
4.	Excellence in communication skills both verbal and written
5.	Competence in computer skills and demonstrated experience and skills working with database systems
6.	Highly organised with ability to plan and manage a varied workload in a fast paced environment
7.	Ability to work as part of a team, engage with people from various community settings, socio-economic and cultural backgrounds to meet required organisational and client outcomes
8.	Ability to change own model of practice to align with the reformed aged care sector, including Clinical wellness with a focus on having clients identify and work towards achieving outcomes
9.	Experience responding to issues identified by clients in a resource efficient and timely manner and using problem solving skills to find a resolution
10.	Capacity to manage high caseloads, client accounts and compliance
11.	Current Driver's Licence and access to a registered vehicle

Desirable knowledge, skills, qualifications and experience:

1.	Qualifications in an Allied Health specialty or Social Work including registration / membership to appropriate professional body
2.	Fluency in a second language
3.	Experience in marketing and/or digital communication
4.	Experience in working with and motivating Community Support and/or Volunteers to deliver best practice care and services to clients in a professional manner

* CatholicCare reserves the right to vary this position description in response to its changing needs.