

# Position Description

Position Title	Case Manager (Care Coordinator)
Position Number	30025985
Division	Community and Public Health Services
Department	Community Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker
Classification Code	XV16 – ON14
Reports to	Manager Community Care Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700-bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## Community & Continuing Care

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

## The Community Care Services Department

Community Care Services conducts a high-quality care coordination service across the Loddon Mallee region. Care coordination supports people who are frail aged and younger people with a disability and their carer's to live independently in the community.

The service provides individual care coordination which may include the purchase of additional supports such as equipment and services to complement the care coordination role.

The program provides:

- Care partners for Support at Home consumers.
- Home and Community Care Program for Younger People (HACC PYP).
- Support coordination to people with disability under National Disability Insurance Scheme (NDIS).

# The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The primary objective of this Mildura based role is to provide care coordination of consumer packages, ensuring services and care are delivered in a coordinated manner and within budget. The Care Coordinator applies a person-centred approach to assessment and care planning and assists consumers to choose the services they require to maintain their independence.

The Care Coordinator will provide:

- Care coordination services to consumers eligible for Home Care Packages (HCP), soon to be Support at Home, funded by the Commonwealth Government
- Care coordination service to consumers eligible for HACC PYP Linkages Program
- Support Coordination for participants eligible for the National Disability Insurance Scheme (NDIS)

## Responsibilities and Accountabilities

### Key Responsibilities

- Provide care coordination to eligible consumers who have expressed a desire to remain at home
- Ensure consumer care planning includes provision of a comprehensive, individual assessment of client's care needs by liaising as appropriate with clients, carers, existing service providers, My Aged Care, ACAS, Allied Health Personnel and other key people.
- Provide ongoing care coordination for the consumer/carer, conduct regular reviews of their needs and amend individualised goal directed care plans as appropriate.
- Coordinate and monitor the delivery of services ensuring they are integrated and coordinated between agencies, provided in a timely manner, and are within approved budgetary limits.
- Develop and manage individualised budgets in line with current Commonwealth Government guidelines and the consumer stated goals; Monitor and maintain records of expenditure and ensure client plans align with budget allocations
- Liaise and advocate with other relevant service providers regarding individual care needs.
- Represent the organisation in care coordination meetings, care planning/review meetings which will involve the client, family, carers and community service providers including the client's GP, making modifications to the care plan as required
- Complete a formal review of the care plan, involving all key stakeholders, as directed by program guidelines or as change is indicated
- Perform regular consumer risk assessments and provide support to the consumer to rectify risks
- Ensure that services are culturally relevant to the needs of consumers/carers
- Where necessary provide advocacy support to consumers and their carers
- Coordinate and implement the discharge planning for consumers exiting the programs.
- Ensure that comprehensive up-to-date client records, care plans and statistical data are maintained, including timely data entry into the program software.
- Comply with relevant legislation, reporting and administrative requirements for consumers and employees and ensure that all data is accurate and up-to-date.

- Participate in Community Care Services team meetings and actions generated
- Participate in external marketing activities to promote the program to the community.
- Participate in staff development, training and research activities as determined with Team Leader
- Maintain an interest in, and have a general understanding of the strategic direction of Bendigo Health and relevant health care reform
- Promote collaborative partnerships between service providers, both internal and external, and where appropriate attend relevant meetings.
- Actively participate in CCS and Bendigo Health quality initiatives
- Employees are required to carry out lawful directions outlined above or delegated to them

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation,

age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Tertiary level qualification in health or community services
2. Demonstrated knowledge and experience in the areas of aged and community care, including working with people with complex needs
3. Experience with person centred care planning processes, including developing, implementing and evaluating consumer focused care plans
4. Demonstrated time management and organisational skills to effectively plan and prioritise work tasks and engage with key stakeholders.
5. Demonstrated ability to work effectively as a team member, show initiative and effective communication
6. Highly developed communication and interpersonal skills, both written and verbal, including liaison and negotiation skills
7. Demonstrated ability to understand and meet the needs of clients from diverse backgrounds
8. Developed computer skills, experience in the Microsoft Office suite and/or ability and confidence to acquire skills for in-house client database systems

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Working with Children Check** Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition, you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**National Disability Insurance Scheme (NDIS) Check** Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

**Registration with Professional Regulatory Body or relevant Professional Association** For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

**Drivers Licence** A current Victorian driver's licence is required for this position.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*