

Position Description

Position Title:	Assessment Case Manager
Business Unit:	Community Access
Department:	Community Care
Directorate:	Community Services
Classification:	Band 6
Date:	June 2021
Reports to:	Assessment Team Leader
Supervises:	N/A
Internal Liaison:	<ul style="list-style-type: none"> • Assessment Team Leader – daily • Assessment Officers – daily • Clients/carers/families • Coordinator Community Access – as required • Council staff – as required
External Liaison:	<ul style="list-style-type: none"> • Service providers – as required • My Aged Care – as required

1. Position Objectives

The primary objectives of the position are to:

- Conduct face-to-face Living at Home assessments for HACC Program for Younger People clients and the short-term case management program.
- Provide short-term case management services to complex and vulnerable people who require assistance to access and maintain supports.
- Develop goal-oriented action plans with an emphasis on the Active Service Model and Wellness and Reablement approaches.
- Develop and maintain effective communication and relationships with service providers and stakeholders.
- Undertake My Aged Care Assessments to determine clients' eligibility for the Commonwealth Home Support Program in times of peak demand.

2. Key Responsibility Areas / Position Specific Responsibilities

Main areas of responsibilities will include but is not limited to:

Short Term Case Management

- Assess and prioritise incoming referrals for clients requiring short-term case management in conjunction with the Assessment Team Leader.
- Provide comprehensive time-limited case management to eligible clients through care coordination, monitoring, advocacy and linking to support clients to meet their goals.
- Actively seek clients to join the short-term case management program through promotional and relationship building activities internally and externally.
- Participate in and contribute to the framework and guidelines for the short-term case management program.
- At times of peak or low demand undertake Living at Home Assessments and My Aged Care Assessments as required.

Living at Home Assessment

- Process and prioritise incoming referrals for clients under 65.
- Undertake a Living at Home Assessment utilising the Living at Home Assessment tool and guidelines.
- Design and implement individually tailored goal focused plans in consultation with the client and/or carer.
- Ensure appropriate client pathways can be facilitated through the completion of an Action Plan.
- Utilise supplementary screening tools in addition to the Living at Home Assessment Tool to assess client needs as required.
- Document processes using GoldCare, and match and refer to appropriate services.

National Screening and Assessment

- Undertake National Screening and Assessment using the NSAF for people 65 and over to ensure consistent aged care assessments are completed within operational KPI's.
- Design and implement individually tailored goal focused plans in consultation with the client and/or carer.

- Ensure appropriate client pathways can be facilitated through the completion of an Action Plan.
- Utilise supplementary screening tools in addition to the NSAF to assess client needs as required.
- Liaise with the My Aged Care National Contact Centre to receive and accept referrals.
- Document processes using the Assessor portal, and match and refer to appropriate services.

First Aid Activities

- Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to members of the public who may be injured or unwell whilst using Council facilities.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Providing specialist advice to clients and regulate clients with the freedom to act subject to regulations and policies and regular supervision by the Assessment Team Leader. The effect of decisions and actions taken on individual clients may be significant but is usually subject to appeal or review by the Assessment Team Leader and/or Coordinator Community Access.
- Setting and monitoring client goals and service referrals including brokerage within established guidelines.
- Meeting Key Performance Indicators (KPI's) relating to the number of face-to-face assessments and short-term case management client numbers.
- Developing goal-oriented Action Plans with an emphasis on 'reablement' and the active service model.
- Ensuring clients are assessed using consistent work practices and relevant assessment tools.
- Provide formal input into the development of policies, work systems and work procedures within area of expertise. This work is usually of an investigative and analytical nature, with the freedom to act prescribed by Assessment Team Leader. The quality of the output can have a significant effect on the process of policy, work systems and procedures development.
- Observing and maintaining confidentiality and privacy principles and related legislation.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience
- Problem solving may involve the application of these techniques to new situations.
- Day to day operational decisions within established priority and service guidelines to ensure the satisfaction of service users and to meet the requirements of quality assurance and grievance procedures.
- Guidance and advice are usually available from the Assessment Team Leader and/or Coordinator Community Access.

5. Specialist Skills and Knowledge

The essential position requirements include:

- This role requires proficiency in the application of a theoretical or scientific discipline (Social/Welfare Work, Allied Health, Nursing), including the underlying principles as distinct from the practices. The application of experience and skills in these will contribute to conducting holistic assessments.
- An understanding of the services available to meet the needs of older people and people with disabilities.
- An understanding of the needs of and issues associated with people who are frail, aged or who have a disability.
- An understanding of the long-term goals of the Community Access business unit and of the relevant policies of the unit and the organisation.

6. Management and Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities, planning and organising one's own work and where appropriate, that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to engage positively and gain cooperation and assistance from clients, members of the public and other employees in the administration of defined Community Access activities and in the supervision of other employees.
- Sensitive to others needs and ability to engage in active conversations.

- Well-developed oral written and verbal communication skills, including writing reports in their field of expertise and/or preparing external correspondence where required.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions within Council to resolve intra-organisational problems.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

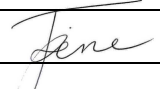
Essential

- Degree or Diploma qualification (Social/Welfare Work, Allied Health, Nursing) with some relevant experience such as:
 - An understanding of the service environment and how to access supports and services on behalf of clients.
 - Relevant experience in the area of goal focused assessment and or short-term case management.
 - Demonstrated understanding of the needs and issues of people who have a disability.
 - An understanding of the needs and issues associated with working in a diverse community.
- A sound understanding of the HACC PYP and My Aged Care program principles.
- Demonstrated computer skills including sound knowledge of the suite of Microsoft Office products.
- Well-developed verbal and written communication and conflict and problem resolution skills.
- A current valid (and ongoing) First Aid Certificate and Victorian Drivers' Licence as well as satisfactory (and ongoing) Police and Working with Children Checks supplied prior to offer of employment and commencement.


Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


Prepared by:

Name:	Jayne Kierce	Signature:	
Date:	June 2021		

Manager:

Name:	Mandy Gatliff	Signature:	
Date:	June 2021		

Director:

Name:	Martin Fidler	Signature:	
Date:	June 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Mandy Gatliff

Signature

Date __/__/__

Cognitive Demand	Yes	No
Regular communicating with team/work mates	X	
Regular communicating with others	X	
Verbal instruction and supervision of others		X
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committee employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.