

POSITION DESCRIPTION

Position Title:	Case Manager
Business Unit/Department:	Community Based Transition Care
Division:	Western Health at Home
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single interest employers) Enterprise Agreement 2021-2026 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 -2025)
Classification:	Grade 2 Allied Health Professional: VB1 – VB4, SC21- SC24, VF6 - VF9, VW1 – VW4, PK1 - PK4, AJ1 – AJ4, CM7 - CM9, CV8
Reports To:	Operational: Community TCP Service Manager Professional: discipline manager
Direct Reports:	Nil
Date Prepared/Updated:	19 September 2024

Position Purpose

The role of the Case Manager in the Community Transition Care Program (TCP) is to engage with clients, families/carers and the treating team to identify and assist the client and family to finalise their long-term living arrangements following a stay in hospital.

Case Managers in TCP perform a critical assessment and communication role in order to match the client and family/carers care needs with the service system including community services for clients going home or with aged care facilities for those going into residential care.

The Case Manager undertakes comprehensive assessments and has strong relationship skills with aged care service providers in order to provide a highly skilled case management service to TCP clients. The Case Manager advocates on behalf of clients for access to services and supports to promote a safe discharge plan.

The Case Manager will apply effective communication skills to work within the multidisciplinary team, and participate in service development and quality improvement.

The Transition Care Program, as defined by the Commonwealth Department of Health and Ageing, provides short-term goal orientated support and active management for older people at the interface of the acute/sub-acute and residential aged care sectors.

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The Western Health Transition Care Program is goal oriented, time-limited and targets older people at the conclusion of a hospital episode who have been identified as requiring residential care or low-level therapy in their in own home. Specifically, the program allows time, resources and support in a non-hospital environment for patients to complete the restorative process, optimise functional capacity and finalise and access longer-term care arrangements. The Western Health Transition Care Program assists the organisation to meet patient needs and in doing so contributes to achieving optimal patient flow through the acute and subacute systems.

This role will be responsible for development of staff and students as required.

Staff may be required to work at any or all campuses of Western Health as required.

Business Unit Overview

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The divisions medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab at Home, GEM at Home, Community Based Transition Care Program and Dialysis at Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards
- Maintain registration (as required) and report any changes or limitations on practice if applicable
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Deliver high quality person centred interprofessional care in line with the "Best Care" framework
- Demonstrate independent clinical reasoning and clinical competencies, including expertise in use of relevant assessment tools, treatment methods, and case management skills

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- Demonstrate developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Perform evidence based clinical services using a person centred, occupation-based approach in the development of an appropriate treatment plan
- Assist with development and evaluation of procedures and guidelines
- Participate in planning for clinical services for the team
- Identify solutions to problems within the service and seek advice for complex matters
- Participate and represent the service (in consultation with senior staff) at relevant committees, working groups and meetings as requested
- Provide information and education about the service and professional role within the service
- Attend and participate at relevant team/service meetings
- Where designated, provide high quality clinical supervision to junior staff and students that is timely, flexible and responsible
- Conduct or contribute to feedback to staff on their performance including performance development planning where relevant
- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential
- Participate in the development, organisation and delivery of education programs for Western Health staff, external service providers and the community
- Participate in research/evaluation and ongoing service review
- Ensure that workload statistics, and other required information is entered in a timely and accurate manner
- Perform other duties as directed
- Demonstrate effective negotiation skills and conflict resolution when dealing with difficult situations
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Demonstrate open and effective communication (verbal, nonverbal, written and electronic) with consumers, other staff and service providers
- Demonstrate knowledge of resources relevant to work area and act as a resource person for other team members
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities
- Provide case management and support for allocated Transition Care clients according to program guidelines and the National Standards of Practice for Case Management (2013)
- Provide initial and ongoing assessment of clients, their support networks and their capacity to provide care
- Establish and lead the coordination of care plans through consultation with clients/families, the treating team including community services
- Promote client directed care plans and goal setting
- Act as an advocate for clients where appropriate
- Identify any changes to and monitor Transition Care client's care needs and adjust care plans as appropriate
- Liaise with the treating team and service providers to keep them advised of changes required in care plans
- Develop and facilitate the agreed discharge plan in consultation with clients and their carers/families and the treating team and effectively coordinate support services required
- Actively assist Transition Care clients and their carers/families regarding longer term care arrangements through accessing appropriate specialised support and accommodation (aged care facilities)
- Assist to build relationships between the Transition Care program, Western Health as well as community and aged care facilities
- Ensure appropriate service involvement in the Transition Care episode of care through liaison with key program staff including the Geriatrician, GP, nursing staff, allied health clinicians and external service providers
- Work in ward based and outreach settings which may require travel within the Western Metropolitan region and across Western Health campuses

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- Establish and maintain collegial relationships within Transition Care and the wider service system

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Operational Lead, Care provision and partnerships
- Community TCP Service Manager
- Community TCP multidisciplinary team
- TCP Case Managers
- TCP Allied Health Staff
- Subacute and Nonacute Pathways (SNAP)
- Western ACAS
- Western Health at Home teams
- Bed based TCP Treating team
- Ward staff

External:

- Clients and their family/carers
- Brokered service providers
- Key community organisations
- Residential Aged Care Facilities
- VCAT/OPA
- Other Health Services

Selection Criteria

Essential

- Bachelor Degree in relevant Nursing or Allied Health Discipline and registration with relevant professional body (as required)
- Demonstrated experience in Case Management
- Experience in complex discharge planning from a hospital setting
- Experience working with non-acute/community service providers and residential aged care facilities
- Demonstrated experience working with a multidisciplinary team
- Current understanding of the Transition Care Program
- Understanding and experience with My Aged Care (MAC) to facilitate access to ongoing services, assessments and accommodation pathways
- Excellent written and verbal communication skills
- Excellent organisational and time management skills
- Experience in student supervision
- Knowledge of and participation in continuous quality improvement processes
- Commitment to continuing professional development
- A current Victorian driver's licence
- Computer literacy

Desirable

- Formal qualification in the area of Case Management or working towards

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Desirable Personal Attributes

- Self-motivated
- Compassionate and empathetic approach
- Ability to influence others
- Open to new ideas
- Timely informed decision making
- People orientated
- Confidence in own ability
- Builds rapport
- Adaptable, flexible and persistent as required
- Takes direction
- Resilience
- Positive outlook

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment

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I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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