

## POSITION DESCRIPTION

<b>Position Title:</b>	Case Manager
<b>Business Unit/Department:</b>	Community Based Transition Care
<b>Division:</b>	Western Health at Home
<b>Award/Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	RN Grade 4A YW8
<b>Reports To:</b>	Operational: Community TCP Service Manager Professional: Director of Nursing and Midwifery
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	18/9/2024

<b>Position Purpose</b>
<p>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.</p> <p>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.</p> <p>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.</p> <p>The Case Manager will apply effective communication skills to work within the multidisciplinary team and participate in service development and quality improvement.</p> <p>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.</p> <p>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.</p> <p>This role will be responsible for development of staff and students as required.</p> <p>Staff may be required to work at any or all campuses of Western Health as required.</p>

As a professional, the Case Manager is accountable for:

- The maintenance of their own clinical knowledge, further education and always working within the confines of their specific scope of practice, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to always work as a Registered Nurse in Australia whilst working as a Nurse within Western Health

## 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.

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## Key Responsibilities



### Leadership

- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations.
- Provides leadership in clinical situations demanding action.
- Take accountability for own actions and others under direction and sphere of responsibility.
- Promotes a culture of innovation, education, excellence and consumer/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.
- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer-focused model of care.
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges.
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- 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.
- Perform other duties as directed.
- 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
- Establish and maintain collegial relationships within Transition Care and the wider service system.



### Research

- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Lead quality or practice improvement initiatives at local level and/or contributes to quality or practice improvement initiatives at program or organisational level.
- Apply research evidence to clinical practice, has well developed strategies to inform practice in the absence of high-level evidence.
- Present and publish in appropriate professional conferences and journals and remain informed of the current literature.



### Evidence Based Practice

- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Be familiar with local and organisational policies, procedures and guidelines.

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- Contribute to adverse event investigations and undertake individual and team-based reflective practice.
- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse, promote positive consumer outcomes and identify areas of improvement in nursing practice.
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities.



### **Education & Learning**

- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Exchange and share information from participation in seminars and conferences with colleagues via huddles, in-services, presentations, education forums, team and other meetings.
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and consumers/families.
- Works with less experienced nurses to develop their capabilities.
- Promote the development of, and involvement in, professional networks and learning communities.
- Develop and evaluate policy initiatives that aim to foster patient/consumer involvement and provide them with real and meaningful choices about treatment options.
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan.



### **Clinical expertise**

- In a consulting capacity, provides clinical nursing expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level nursing assessment, care planning and interventions/procedures.
- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks such as completion of necessary statistical data, including entry to support financial recuperation as appropriate.
- Act as a primary resource in relevant area and ensure the provision of high quality, culturally sensitive consumer care in partnership with consumers, their significant others and other members of the multidisciplinary care team.
- Provides an efficient and customer focused service commensurate with senior status and role. Analyses situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams.
- Represents clinical specialty in multidisciplinary working groups.
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Western Health Guidelines
- Demonstrate independent clinical reasoning and clinical competencies, including expertise in use of relevant assessment tools, treatment methods, and case management skills.
- Provide case management and support for allocated Transition Care patients according to program guidelines and the National Standards of Practice for Case Management (2013).
- Establish and lead the coordination of care plans through consultation with patients/families, the treating team including community services.

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- Promote client directed care plans and goal setting.
- Act as an advocate for patients where appropriate.
- Identify any changes to and monitor Transition Care patients 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.
- Actively assist Transition Care patients and their carers/families regarding longer term care arrangements through accessing appropriate specialised support and accommodation (aged care facilities).

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:

- Director of Nursing and Midwifery
- Divisional Director
- Operations Manager
- Care provision and partnerships
- Community TCP Service Manager
- Community TCP multidisciplinary team
- TCP Case Managers
- TCP Allied Health Staff

#### External:

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

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## 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 license
- Computer literacy
- Current registration as a Registered Nurse with AHPRA
- Experience working in a senior clinical role (CNS or above).
- Have completed or be working towards a Masters in Nursing or Post Graduate Diploma in area of specialty
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and also within a multidisciplinary team environment with minimal supervision
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Current Victorian driver's license.

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### **Desirable**

- Formal qualification in the area of Case Management or working towards
- Evidence of prior service delivery planning
- Demonstrated knowledge of quality management and improvement methodologies
- Demonstrated experience in research projects and publication of research activities.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.

### **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
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health

Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), 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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023

- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

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## General Information

- Redeployment to other services or sites 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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

*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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