
Position Description

Case Manager

Employment type: Full-time/part-time

Reports to: Team Leader, Client Services

Position location: RERC Head Office (Fitzroy)/Working from home

Direct reports: nil

About the organisation

The Russian Ethnic Representative Council of Victoria (RERC/Russian Aged Care), a charity founded in 1984, is the leading community-services organisation representing the interests of Russian-speaking people living in Victoria. RERC provides a range of services funded by state and federal governments to support elderly people, people with disabilities and disadvantaged people with CALD background. Our current programs include the Home Care Packages Program (HCP), Commonwealth Home Support Program (CHSP), Aged Care Volunteer Visitors Scheme (ACVVS), brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Role Purpose

The Case Manager manages the required care, services, information and referrals for Home Care Package (HCP) clients, so they are able to remain living at home as safely and independently as possible, while exercising choice and control over their care. The Case Manager supports clients through the whole life cycle of a HCP, including intake, onboarding, risk and needs assessments, development of goal-directed care plans, coordination of services and supports, referrals, regular reviews and discharge. The Case Manager also administers the financial, budgetary, contractual and compliance aspects of the Home Care Package Program in accordance with the Aged Care Quality Standards, funding and legislative requirements.

Key Accountabilities

- Provide client-centred, culturally sensitive and effective case management to HCP clients.
- Undertake initial and ongoing assessments of clients' social, physical and clinical needs, weighing up potential risks with the client's right to make decisions about their care

Russian Ethnic Representative Council of Victoria

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Website: rerc.org.au

ABN: 91 549 424 794

- Provide appropriate advice and support to clients, enabling them to navigate the service system and make well-informed decisions that suit their individual needs and preferences.
- Develop, implement, monitor and regularly review the goal-directed care plan in partnership with the client and their representative to optimise the client's health and wellbeing.
- Coordinate services and supports, including requesting direct care and engaging third-party providers where necessary.
- Make referrals to external services as required and liaise with agencies involved in the client's care, such as assessment services, primary and secondary health, other community services.
- Oversee the clinical care of HCP clients by identifying and addressing clinical risk appropriately, liaising with clinical services (including the RERC Registered Nurse) and organising and monitoring clinical supports.
- Partake in case conferences with internal and external stakeholders in order to coordinate the client's care.
- Prepare, discuss and maintain HCP service agreements.
- Prepare, manage and monitor client budgets, maintain records of expenditure and provide monthly statements.
- Ensure adherence to Aged Care Quality Standards, program guidelines, policies and procedures.
- Ensure that all client incidents, complaints and concerns are reported in a timely manner, escalated as required and resolved promptly and appropriately. Contribute to incident and complaint investigations as directed by management.
- Maintain client records, case notes and reports and update care management system entries in a timely manner to ensure that client data is accurate, relevant, complete and up-to-date.
- Ensure ongoing improvements in care and service delivery for clients via identification of continuous improvement opportunities with management.
- Escalate risks and issues to management promptly.
- Assist in preparation of reports to meet the requirements of the funding body and as directed by management and organisational policies and procedures.
- Maintain clients' privacy and confidentiality.
- Undertake on-call duties as required.
- Support effective teamwork and collaboration through sharing knowledge and keeping people informed, speaking constructively about issues that affect a client, team or service, and seeking opportunities to work together with other teams on common issues.
- Attend relevant meetings, training activities, seminars and conferences as directed by management, maintain currency of skills and professional knowledge relevant to the role.
- Proactively support the organisation to adapt to change and implement sector reforms.
- Perform other related duties as assigned or required.

Qualifications and Experience

Essential

- Minimum 3-years' experience in Home Care services for elderly people

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- Solid experience in complex aged care planning, client assessments, goal-directed care planning, service coordination and case management in community aged care
- Tertiary qualification in nursing, allied health, human services, or other related field, or lesser formal qualifications with substantial experience in working with elderly people or people with disabilities in a home and/or community setting

Desirable

- Understanding of dementia care / respite care
- Experience in working with CALD clients
- Experience in the not-for-profit sector

Checks and Licences

- Current Police check (within 12 months) or willingness to obtain one
- A current full driver's licence and access to a fully insured vehicle
- First Aid Certificate or willingness to obtain one
- Right to work in Australia

Skills, Attributes and Knowledge

- Strong knowledge of Home Care Packages program and well-developed skills in providing assessment and person-centred case management to complex clients.
- Understanding of issues faced by older people in a home and/or community setting and ability to develop positive and productive relationships with clients.
- Solid understanding of Aged Care Quality Standards.
- Experience in liaising, consulting and negotiating with other service providers, as well as medical, allied health and other clinical professionals to achieve best outcomes for a client.
- Demonstrated experience in client budget planning and monitoring in a context of HCP program.
- Capable of consistently maintaining professionalism, integrity and confidentiality in all dealings with clients, staff and range of stakeholders.
- Excellent planning and self-organisation skills, enabling rigorous prioritisation of business activities and busy workload to deliver competing work priorities and meet deadlines.
- Demonstrated ability to support organisational change
- Commitment to learning and continuous improvement
- Highly service-orientated and resourceful, with ability to develop effective relationship in order to meet service levels and provide excellence in client services.
- An excellent communicator, with adaptive verbal and written skills, and able to influence internal and external stakeholders with confidence, assertiveness and humility.
- Experience with data collection and analysis, with developed ability to keep accurate, systematic records, case notes and statistics, and prepare reports.
- Strong previous exposure to client databases and care management systems, intermediate skills in Office 365 (Word, Excel, Teams, PowerPoint).

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