Care Connect is a leading organisation in the delivery of Assessment, Case Management, Brokerage and Community Development with an outstanding reputation for quality services and innovation.

**Case Manager**

**Permanent**

**Full Time**

**Redfern Location**

Care Connect is seeking an experienced Case Manager to join the Banksia East team in Redfern. This is a permanent, full time position. As a Case Manager, you will assist clients/carers to manage their health and daily living requirements through care planning and the administration of brokerage funds to maximise their quality of life and ability to continue living independently in the community.

You will possess tertiary qualifications in a health/welfare related discipline, experience in the provision of community care services are essential. Knowledge of the current service system is an advantage. You will be highly motivated, able to work under minimal supervision and have sound organisational, interpersonal and communication skills. Health professionals with an interest and experience working with people with disabilities of various ages and the frail aged are encouraged to apply.

In return you will become part of a highly skilled and supportive client services team in a company which values work-life balance and professional development. Other benefits include:

- Competitive salary inclusive of tax free dollars
- 40 hours per week with monthly ADO
- Professional development
- 15 days personal/carers leave
- Meal entertainment allowance option to reduce taxable salary

For a position description, please click here. For further information, please call Tavi Burwell, Client Services Manager on (02) 9690 3100.

Forward applications to jobs@careconnect.org.au quoting reference number 051-CM-WAR. Three professional referees required.

*Please note all offers of employment are provisional pending the outcome of a National Police Records Check.*
Position Description

Position: Case Manager
Service: Client Services
Classification: CM1 (as per Care Connect Ltd’s CEA 2006)

GENERAL INFORMATION
Care Connect Ltd is a non-profit organisation specialising in assessment, case management and brokerages services. Funding is provided by State and Commonwealth Governments as well as a number of other private contracted organisations. Care Connect operates in Victoria, New South Wales, South Australia and Queensland. Funding is targeted at providing support to clients and/or carers with a disability or aged care issues.

GUIDING PRINCIPLES
- Embracing diversity
- Ensuring integrity and accountability
- Striving for innovation and excellence
- Promoting flexibility and responsiveness
- Delivering effectively with value for money

POSITION OBJECTIVE
The Case Manager will assist clients/carers of the program to maximise their quality of life and to continue to live independently in the community as long as possible.

The Case Manager will engage in regular supervision with his/her Manager, as prescribed in the organisation’s policies and procedures, to keep him/her appraised of issues and developments within the Case Manager’s areas of responsibility as described in this position description.

KEY RESPONSIBILITIES

Case Management

Assessment
- Conduct holistic assessment to accurately determine client/carer needs
- Where appropriate engage external agencies/providers to contribute to the on-going assessment process

Care Planning
- Develop care plans in consultation with clients and their carers within predetermined budget parameters
- Liaise with appropriate agencies/providers in the development of care plans
- Advocate on behalf of clients and their carers where necessary

Job Ref No: 051-CM-WAR
Implementation of agreed care plans

- Ensure timely commencement of care plan services through written and verbal communication with all relevant parties.

Monitoring and Review

- Consult regularly with clients and their carers
- Evaluate the effectiveness of current care plans
- Respond in an appropriate and timely fashion to client/carer/provider queries and/or concerns
- Modify and implement care plans as required
- Conduct formal re-assessment annually or earlier if required
- Accurately implement case closure according to the Care Connect Policy and Procedure Manual

Quality

- Provide information to clients and their carers on their rights and responsibilities
- Maintain client/carer/supplier/employee privacy and confidentiality
- Ensure accurate and confidential recording and maintenance of client/carer, provider/agency, personal and organisational documentation
- Implement best practice and quality standards as described in Care Connect Manual
- Contribute to organisational development and continuous improvement

Team Development

- Attend and contribute to regular team meetings
- Participate in the growth and development of the team
- Support fellow peers while respecting individuality
- Contribute to annual team planning

Organisational Development

- Contribute to decision-making processes within the organisation
- Provide reports as requested by the Client Services Managers and the CEO

Community Development

- Develop close working relationships with service providers, GP’s and community agencies to facilitate continued community development. This may include both formal and informal education
- Attend community meetings as required
- Monitor trends and changes within local community and report to the CSM and the CEO with findings and recommendations

Professional Development

- Participate in staff development opportunities as planned and required
- Participate in regular supervision with the Line Manager
- Contribute to individual workplan and/or training plan
- Maintain professional registration and keep up to date with professional practice issues
**Special Projects**

The Case Manager may from time to time, be required to undertake additional work on special projects for the organisation. This work will be consistent, unless otherwise agreed to by both parties, with those duties of the Case Manager as set out above.

**Technology**

The organisation actively seeks to utilise a range of current technologies in support of its administrative and field staff. It is expected that staff will be able to utilise these technologies competently, and also are prepared to extend those competencies through regular in-service training programs.

**Documentation**

Accurate and confidential recording and maintenance of client/carer, provider/agency, personal and organisational documentation.

**ORGANISATIONAL RELATIONSHIPS**

Reports to: Client Services Manager  
Supervises: Nil

**COMPETENCIES & COMPONENTS REQUIRED OF THIS POSITION**

<table>
<thead>
<tr>
<th>Competency/Component</th>
<th>Level Required¹</th>
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</thead>
<tbody>
<tr>
<td>Business Awareness</td>
<td>Demonstrated Knowledge</td>
</tr>
<tr>
<td>Change Management</td>
<td>Demonstrated Knowledge</td>
</tr>
<tr>
<td>Communication &amp; Interpersonal / Negotiation Skills</td>
<td>Demonstrated Experience</td>
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<tr>
<td>Customer Service</td>
<td>Demonstrated Knowledge</td>
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<tr>
<td>IT Literacy</td>
<td>Demonstrated Knowledge</td>
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<tr>
<td>Innovation</td>
<td>Demonstrated Knowledge</td>
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<tr>
<td>Networking / Collaboration</td>
<td>Demonstrated Knowledge</td>
</tr>
<tr>
<td>Risk Management</td>
<td>Demonstrated Knowledge</td>
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</tbody>
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**Qualifications & Experience**

- Tertiary qualified in a health/welfare discipline (minimum Degree level)
- Experience in the use of the Microsoft Office suite and the Internet
- A current driver’s licence

**KEY SELECTION CRITERIA**

- Tertiary qualifications in a health/welfare discipline (minimum Degree level)
- Experience in the provision of community/health care services and knowledge of the current service system

¹ Continuum: (1) Demonstrated knowledge (2) Demonstrated experience (3) Skilled in (4) Demonstrated competence

Job Ref No: 051-CM-WAR
• A broad understanding of the issues experienced by frail aged and disabled persons and their carers living in the community
• A sensitive approach to working with individuals
• Well developed interpersonal and communication skills
• Demonstrated organisation skills and attention to detail
• Experience in the use of technology including operation of a PC/lap-top, database maintenance, reporting writing, spreadsheets, use of e-mail and the Internet.

CONDITIONS

The Case Manager will be appointed under the conditions of the Care Connect Ltd Collective Employee Agreement 2006. This Agreement sets out conditions of employment.

It is a condition of employment with Care Connect Ltd that all new staff are required to give written consent to a National Police Records Check. All offers of employment are provisional pending the outcome of this Check. If the National Police Records Check is not to the satisfaction of Care Connect Ltd in its absolute discretion, the employment may be terminated.

It is a condition of employment with Care Connect Ltd that all staff who work with children undergo a Working with Children (WWC) Check, Blue Card or the equivalent in their state. Prior to commencement with Care Connect Ltd, staff in a position working with children must either have a valid WWC Check Card or have submitted a WWC Check Application and have evidence of this by way of an Application Receipt Number. In the later case, all offers of employment are provisional pending the outcome of the WWC Check. If an Interim Negative Notice or Negative Notice is issued Care Connect Ltd retains the right to consider re-deployment or terminate employment.

PROBATION

The successful candidate will be on probation with Care Connect Ltd for a three-month period.
Employee Benefits and Services

**SALARY PACKAGE**
- Competitive Salary
- Annual Retention bonus for permanent employees
- Salary packaging up to $15,600 to reduce taxable income and increase take home pay
- Up to $15,000 Meal Entertainment Allowance
- Leave Loading
- 9% Superannuation contribution
- Fully maintained vehicle option for Case Managers/Management with a $5,000 tax free vehicle contribution
- On-call allowance (where applicable)

**FLEXIBLE WORK ARRANGEMENTS**
- Full time and part time employment
- Job share opportunities
- Flexible start and finish times
- Time in lieu provisions
- Working from home
- 38 hour week, with the opportunity to work 40 hours and accrue a monthly Day Off

**LEAVE**
- 25 days Annual Leave for Case Managers and Managers, pro-rata
- 20 days of Annual Leave for Executive Officers and Finance & Support Staff, pro-rata
- 15 days personal/carers leave
- Parental Leave, Blood Donation Leave, Special Leave, Military Leave and Compassionate Leave

**FACILITIES**
- Ergonomic equipment and furniture
- Staff kitchen
- Video conferencing facilities
- Uniforms available

**PROFESSIONAL DEVELOPMENT**
- Allocated training and development funds per employee
- Competency Dictionary to define training needs, classifications and recruitment
- All vacant positions are advertised internally
- Monthly supervision with Manager
- Study Leave
- Inhouse training designed & delivered by staff and/or external providers
- Thorough induction (includes corporate, online, OH&S, site and Mentor)
- Travel scholarships

**OUR COMPANY**
- Strong values framework
- New Strategic Plan
- Strategies based on cultural awareness and respect

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