



Position Description – Care Manager (Home Care Packages)

Award or EBA:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)
Directorate:	Children, Youth, Disability and Social Support
Reports to:	Team Leader
Direct Reports:	N/A

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion

We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence

We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation

We look to a better and brighter tomorrow to shape the potential today.



Collaboration

We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the DPV Health Way. This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage, and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About the Role

The Care Manager provides a valued and key role in delivering high quality, professional and integrated support services to elderly Home Care Package clients in the community. The main responsibilities include identifying and mitigating risks, developing tailored care plans, managing budgets, and coordinating care services to enhance our client's quality of life and maintain their independence.

Your strong account management and networking skills will enable you to build rewarding external relationships within the relevant communities. Your week will be spent engaging with clients in their home in the Hume and Whittlesea regions and liaising closely and collaboratively with the Engagement Team Leader – HCP & NDIS, allied health professionals, support Workers, clients, and a wide range of external service providers. You will be inspired and motivated by making a positive difference to the families and achieving ultimate client satisfaction by working within Client Directed Care (CDC) guidelines and the DPV Health Excellent Care framework focusing on wellness and reablement as well as client choice and control.

Roles Key Accountabilities

Service Delivery

- Accept referrals, information and support plans from My Aged Care and confirm client needs and priorities for care
- Undertake client assessments and develop care plans to support clients in achieving their goals and living independently in their own homes and community
- Encourage and support client choice and involvement in decision making when developing the detailed care plans to effectively meet needs within allocated budgets
- Facilitate family meetings and family decision making processes where relevant
- Setting up and maintaining budgets and accountability reports
- Coordinate services to ensure the highest quality of care and service is delivered to clients in accordance with DPV Health Excellent Care framework, legislative and regulatory requirements
- Maintain professional relationships with clients, carers and families to facilitate regular reviews and adjustment to care plans as clients' needs change
- Coordinate a range of brokered service providers involved in implementing agreed care plans
- Develop creative and effective approaches to address complex clinical and social client care needs
- Liaise with relevant health professionals and services to support coordination of care for the client
- Ensure completed clinical records meet organisational and professional standards of practice
- Keep confidential client records and service provision data in accordance with relevant legislation and funding requirements
- Meet individual and team KPIs and targets in order to meet funding requirements
- Maintain current knowledge of govt and service specific guidelines
- Develop and maintain effective relationships within DPV Health and external Service Providers

- Provide support and assistance to other members of the Engagement Team and other service teams, particularly during periods of leave
- Contribute and participate in monthly Team Meeting and supervision sessions
- Other duties as directed consistent with the employee's skill level and classification

Reporting, System and Analytics

- Undertake administrative work ensuring timely and accurate records, including but not limited to
 - Undertake annual care planning with clients and document as required
 - Ensure details on the My Aged Care portal are up to date
 - Maintain up to date client data and records e.g. Carelink/Folio
 - Incident, hazard reporting in Riskman and reporting up to Team Leader
 - Complaints and Compliments
- Monitor client`s budget/s; take early corrective action to maintain required outputs and achieve client service objectives
- Reconcile and authorise payment of provider invoices within care plan budgets.
- Ensuring required documentation is appropriately maintained to accurately meet statutory and organisational requirements
- Participate in team level internal quality audits that ensure compliance with policies and procedures and government funding and accreditation requirements
- Contribute to development and review of operational and service procedures

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Demonstrate knowledge and understanding of the Aged Care Quality Standards, NDIS Code of Conduct and NDIS Quality and Safeguards Commission, Active Service Model
- Participate in regular supervision, annual work plans and annual performance and value reviews
- Actively participate in all required training, inductions and development, and team meetings
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system

Risk Management and Compliance – Quality and Accreditation

- Ensure documents meets both National Quality Standards and DPV Health quality requirement
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of care and services
- Adhere to DPV Health policy and procedures

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Travel between sites will be required
- Satisfactory Police Check & International Police Check
- Valid Working with Children Check
- Level 2 First Aid Certificate
- Evidence of Covid-19 vaccination (or valid medical exemption)

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications/Registration Requirements

- Tertiary qualification in Health, Disability and or related profession and or previous experience in needs assessment, care planning and/or case management
- Demonstrated high level experience in the provision of in- home and community support to aged clients in particular clients from a CALD background
- Demonstrated experience in client and service budget monitoring
- Community second language – preferred

Experience & Skills

Professional

- Demonstrated advanced working knowledge and experience of the Home and Community Care Programs, Linkages program and applicable statutory requirements
- High level of knowledge and experience in the field of frail aged, and/or community health and welfare sectors
- Demonstrated experience identifying and working effectively with complex consumer care needs including but not limited to social economic issues, mental health, substance and/or elderly abuse
- Ability to work independently in the community and respond to a changing work environment
- Demonstrated initiative, ability to problem solve, make decisions, and escalate when required

- Ability to resolve conflict, handle complaints and manage complex situations
- Demonstrated ability in continuous quality improvement processes / outcomes
- Manage time, and ensure the efficient and effective use of resources
- Ability to write clear concise client notes and complete reports as necessary
- Advanced computer skills, including the ability to use Microsoft Office, email and web-based applications

Interpersonal

- Experience in working with clients and carers from culturally diverse backgrounds and those with dementia, frail aged, disability and mental health
- Excellent verbal communication skills and ability to adapt communication to a wide variety of clients and stakeholders
- Ability to write reports, prepare care plans and documents related to consumer care including external correspondence.
- Has a demonstrated positive attitude to organisational change
- Demonstrated collaborative working relationships in diverse teams
- Well-developed communication skills
- Demonstrated Initiative

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____