

Position:	Case manager
Program:	Central Grampians Community Support Options
Funded By:	Department of Health and Ageing (Commonwealth) Department of Family, Housing, Community Services and Indigenous Affairs (Commonwealth) Department of Health (State) Department of Human Services (State)
Team:	Community Support Options Case Management
Based:	Grampians Community Health, Stawell or Ararat with outreach throughout the Central Grampians sub region
Responsible To:	Community Support Options Program Manager and through them to the Extended Care Program Manager
Classification:	Social & Community Award Social Worker according to experience.
Tenure:	Subject to the signing of an Employment Schedule All positions are subject to a three month probationary period with a review being conducted before employment is confirmed. The period of employment is subject to ongoing funding & satisfactory work performance.
Hours:	30 hours per week
Date:	December 2011

GRAMPIANS COMMUNITY HEALTH - PREAMBLE:

Grampians Community Health (GCH) formerly Grampians Community Health Centre Inc, has operated since 1986 and provides a multi-disciplinary approach to psychosocial health in line with a Social Model of Health philosophy including the social determinants of health as stated in the Ottawa Charter. GCH is embedded in and operates from a number of sites, servicing primarily the local government areas of Northern Grampians Shire, Rural City of Ararat, Pyrenees Shire and Horsham Rural City.

Balgartnie joined GCH in 1996 as a Psychiatric Support Service – it has since broadened its role to encompass rehabilitation and sub regional outreach.

Palm Lodge joined GCH in 2002. Palm Lodge has been in existence since 1976, first as a residential rehabilitation unit for people with a substance abuse problem and more recently as a counselling & health promotion unit for substance abuse, family violence & housing support and gambling problems.

Nexus joined GCH in November 2005. Nexus developed in Horsham to meet a need young people had expressed in 1999 after the closure of another youth project, Banjo's. It now provides an opportunity for young people in and around the Wimmera to participate in the development of services and recreational activities in a supportive, safe & innovative environment.

In May 2009 GCHC became Grampians Community Health – a company limited by guarantee.

Staff at the Centre work in many areas including: Drug & Alcohol Counselling & Withdrawal services, Social Work, Community Nursing, Community Psychiatric, Youth Work, Supported Accommodation, Family Violence, Community Development, Health Promotion and Education, Palliative Care and complex service delivery for Senior Adults, people with disabilities and their carers.

Vision Statement:**"Vibrant & Healthy Communities"**

GCH, in collaboration with the communities we serve, will provide excellence & leadership in the development & delivery of primary health care & community services. GCH will facilitate the achievement of healthy living for all throughout the Grampians/Wimmera

Philosophy Base:

GCH's Philosophy is grounded in the Ottawa Charter for Health Promotion (WHO 1986), the Jakarta Convention (WHO 1996) and the Health Development Paradigm now better known as the Social Model of Health, and more recently the Victorian Charter of Human rights and Responsibilities.

The process of information, skill development, empowerment, community collaborative ventures, resilience and self-responsibility embedded in a caring framework of non-judgemental acceptance of diversity underpins the GCH approach to both its staff & clients.

Management philosophy is loosely based around the Deming Management Philosophy, Social Model of Health for staff, Total Quality Improvement and Facilitatory Management

The Program:

Central Grampians Community Support Options – encompassing funding from the following areas:

- Community Options Project (Linkages) Packages.
- Community Aged Care Packages.
- Extended Aged Care in the Home.
- Extended Aged Care in the Home - Dementia.
- Hospital to the Home.
- Acquired Brain Injury Funding.
- Chronic Illness Funding.

Providing services to families and/or voluntary carers who are caring for people for:

- Dementia
- Frail elderly people over 65 years of age.
- Children over 6 years of age and adults who have an intellectual, physical or sensory disability or an acquired brain injury.
- Children 0-6 years with severe or profound disabilities.
- Ageing/older carers of people with a disability.

Central Grampians Community Support Options assists older people, people with disabilities, people with dementia and their carers to remain living independently in their own homes and the community in a dignified and safe manner, through strength based practice, as indicated in the HACC Active Service Model approach.

KEY AIMS & OBJECTIVES OF THIS POSITION:

1. To be part of the team of Case Managers for the Central Grampians Community Support Options Program responsible for a number of clients and relieve the client load of the other Case Managers as required.
2. Ensure assessment, care planning, monitoring and review of client support requirements in conjunction with all other relevant assessment personnel agencies and significant others.
3. To ensure the delivery of a flexible, integrated, timely case management service.
4. To support the relationship between carer and the person being cared for, to ensure optimal outcomes for both.

KEY TASKS AND RESPONSIBILITIES:

Within the frame work of the Peak Policies of GCH:

1. Act as Case Manager for people accepted onto Central Grampians Support Care Options programs and ensure that:
 - Individual support plans are developed for each client in response to their assessed needs and wishes.
 - The delivery of services is coordinated between agencies, provided in a timely manner, and within the cost limits, as approved by the Manager and/or the Team Leader.
 - New or unusual services required by the client and outlined in the support plan, are located and arranged.
 - Progress is regularly monitored through personal contact with the client and their significant others, liaison with service providers, and where/when appropriate, co-ordinate changes to the care plan.
 - A formal review of the care plan is undertaken as determined by the relevant program, or earlier if major changes are required to the care plan, with all relevant parties given the opportunity to contribute.
 - Basic counselling and support and advocacy on behalf of clients is provided when necessary.
2. Maintain appropriate files and information on clients and other activities, which are relevant to the Case Management functions, and meet the Program's reporting requirements.
3. Attend all relevant meetings, consultations, and training programs as required.
4. To continue to develop skills and knowledge, by actively participating in professional development activities and/or ongoing training, both within and external to GCH.
5. To be able to use computer technology to maintain appropriate records and documentation for data collection and reports.
6. To provide backfill for other Case Managers within the team as negotiated with the Manager
7. Assist to provide activities and education and promote awareness of the Central Grampians Support Care Options programs to the community and other service providers, using a community development approach e.g. information displays and sessions
8. Attend relevant meetings as required by the Manager
9. To become part of the overall GCH team relating specifically to the Central Grampians Community Care Support Options Team.

Other duties as agreed with the Manager Central Grampians Support Care Options.

Standard responsibilities held in conjunction with all staff of the Company:

- # This position requires active participation in the Quality Assurance programs of GCH - principally casework meetings, professional supervision, GCH team meetings, GCH staff development days and annual staff weekend and G.C.H. staff meetings. Included in this is participation in centre-wide and program- specific health promotion activities.
- # As part of the GCH team, participate in the daily activities required for the smooth operation of the centre ie intake duty etc

KEY SELECTION CRITERIA:

1. Experience & **understanding of the needs** of senior adults, the frail aged, younger disabled people and their families and primary carers.
2. Well developed **communication skills**, verbal and written.
3. Ability to be **empathetic and lateral thinking** when creating a care plan with a client and their significant other.
4. Ability to **work independently** and **in a team**
5. Able to maintain **client confidentiality** and work within **privacy guidelines** in a small rural community.
6. Have the ability to **prioritise and manage the work load**
7. Ability to provide **basic counselling, assessment and referral**.
8. Knowledge and application of **information technology to ensure accurate recording of information and data**
9. **Advocacy** at all levels
10. Work with a deep understanding of the **social model of health** and how it relates to wellbeing and good health outcomes.

The following are desirable but not essential:

- Knowledge of the Community Service network.
- A proven ability in home based care.

Qualifications & Experience:

- Tertiary qualifications in a related health or community services area are desirable.
- A very good understanding of the relevant HACC and Department of Health and Ageing, Department of Human Services programs and a commitment to the philosophies is essential.
- Experience in working with aged and/or younger disabled people within a community setting is highly desirable, together with an appreciation for, and understanding of presenting issues for people who are aged or have a disability, particularly within the rural environment.

KEY ATTRIBUTES for this position:

- A flexible approach and a demonstrated ability to meet deadlines
- Knowledge of and commitment to GCH philosophy and values
- Well developed computer skills and case note writing skills, to provide accurate and timely records and data.
- A clear understanding of Quality Assurance and of the QICSA/Quality Review process and the ability to help implement same
- A clear understanding of Strength based practice e.g. the HACC Active Service Model
- A working knowledge of the policies and legislation of relevant Government bodies with affiliations with Community Care Support Options.
- The ability to recognise service and policy deficiencies and identify and analyse potential options / strategies to address these
- Well developed consultation and negotiation skills and the ability to liaise effectively at a variety of levels.

OTHER SKILLS:

Current licence to drive a motor vehicle

Other Conditions:

1. No overtime allowance is made for this position. Time in lieu of time worked will be available but must be taken at a mutually agreed time with the Community Care Support Options Program Manager and/or the Extended Care Programs Manager/Chief Executive Officer and may not be accrued to more than **15hrs/fortnight pro rata of employed hours**. Time in lieu should be used for exceptional circumstances instead of becoming a regular practice. It is expected that no more than 15hrs of TIL will be carried forward from one pay period to the next.
2. The organisation's cars can be used for work related activities, depending on availability. Use of own car will be reimbursed at the modified RACV mileage rate. **Note:** The use of a private vehicle to travel in excess of 40km return needs to be approved in advance by the Program Manager or the Extended Care Programs Manager /CEO
3. This position will have an annual appraisal at which time the job description will be reviewed by the Community Care Support Program Manager and a GCH Core member in consultation with the employee and modified if necessary.
4. Ensure knowledge of current GCH Occupational Health & Safety policies as they relate to this sphere of work. OH&S is a shared responsibility at GCH.
5. Annual Leave and Personal (Sick) Leave will be payable on a pro rata basis.
6. GCH understands that "normal working hours" are between 8am - 6pm Monday to Friday. Appointments, programs and other work may, at times, fall outside these hours but for OHS reasons are subject to the signing of the "Out of Hours" book.
7. Superannuation contributions will be paid by Grampians Community Health in line with the Superannuation Guarantee Act
8. All permanent GCH staff have access to salary packaging which is offered in line with current legislation. The employee will incur any costs or liabilities associated with these requirements during the period of the contract
9. 48/52 or 50/52 leave variation options may be available at the relevant Manager's discretion after a qualifying period (check policy '5.3 Employment Conditions' for details)
10. A National Police Check & Working with Children Check (if required) will be carried out at the GCH's expense prior to commencement of employment.
11. Grampians Community Health is an Equal Opportunity Employer and a smoke-free workplace.

**Grampians Community Health is proud to be the winner of the
National Work & Family Award 2005**



Additional Information to Applicants

- *Key selection criteria must be specifically addressed in your application*
- Applications should include clear details of work experience and qualifications
- Applications should include two written references and the name, address and daytime telephone number of two work- related referees

Applications must reach the address below by

5pm Friday 20th January 2012

Late applications will not be considered.

Applicants should include day and evening telephone contact numbers so that we can readily arrange interview times if necessary

If you are emailing your application, you will be sent an email confirmation of receipt of your application. If you do not receive this, please contact reception to confirm that your application has been received.

Successful applicants would be required to undergo a police check

Address applications to:

“CONFIDENTIAL”
Jill Miller
CEO
Grampians Community Health
8 – 22 Patrick St
STAWELL Vic 3380

Ph: 5358 7400 Fax: 5358 4113

E-mail: gch@grampiancommunityhealth.org.au