

CASE MANAGER POSITION DESCRIPTION

Position Title	CASE MANAGER
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Salary	Remuneration is in accordance with the above award and dependent on qualifications and experience
Salary Packaging	Salary Packaging is offered with this position.
Employment Status	Full Time
Mandatory	Current Driver's License Access to own vehicle Access to a home computer and internet Undergo Criminal History Record Check Fully Immunised against COVID-19
Position reports to	HCP Team Leader
Location	Initially Brunswick and moving to Oakleigh

Organisation Background

Australian Greek Welfare Society (now trading as PRONIA), has since 1972, built a reputation as an innovative and progressive organisation that continues to serve the Greek speaking community and contributes to the wider multicultural sector through advocacy and collaborative partnerships. PRONIA's programs focus on direct service delivery, including counselling, information provision, and crisis intervention, community education as well on the delivery of specialist services in aged care, disabilities, family and children's programs. All services are delivered in a linguistically and culturally appropriate manner with a commitment to enhance individual's capacity and build community capital.

- **PRONIA's Vision Statement** is to be a leading Australian-Greek community services agency in Australia.
- **PRONIA's Statement of Purpose** is to empower members of the Australian-Greek community to reach their full potential by undertaking service provision, advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner. For additional information: www.pronia.com.au

Role Purpose

The position reports to the Aged Care & Coordinated Care Manager and is responsible for providing support to HCP clients through a consumer directed model and maintain target outcomes.

Key Accountabilities

- Manage a caseload that comprises frail elderly persons and their families or carers who present with a variety of complex needs, in accordance with relevant legislation and guidelines.
- Implement the Unit's business plan and objective
- Network and negotiate with a range of inter and intra-agency workers to ensure optimum access to services by care recipients
- Lead program activities to ensure consistency with the vision, mission and values of the organisation and statutory requirements.
- Monitor care recipient needs to ensure that any changing needs are addressed through modifications of the care plan, budget and if required, the Service Agreement.
- Seek opportunities for growth in the HCP program, identify change and improvement that will have a sustainable benefit to the organisation and the community at large, in consultation with the Unit Manager;
- Be responsible to meet the needs of care recipients through the HCP program.
- Maintain and increase the uptake of HCP clients through quality service delivery.
- Maintain program utilizations as per contractual obligations.
- Represent PRONIA at appropriate forums and consultations.
- Participate and actively assist with major events and public relations campaigns.
- Prepare monthly accountability and progress reports and take part in the periodic, written reviews.
- Undertake any additional tasks and duties in line with the overall job description and as directed by the Unit Manager.

Key Selection Criteria

Technical expertise	<ul style="list-style-type: none"> • Appropriate tertiary qualifications preferably in Social Work, nursing or allied health fields. • Demonstrated experience in community aged care or case management (minimum 3 years). • Awareness of issues for Greek speaking Carers. • Knowledge of the Greek Language. • Ability to work co-operatively within a team. • Demonstrated planning, negotiation, decision making & problem solving skills • Demonstrated capacity to work independently. • Excellent time management skills. • Effective communications and interpersonal skills. • Excellent written and communication skills. • Proficiency in the use of Microsoft Office, particularly Word and Excel and mail merge.
Knowledge and skills	<ul style="list-style-type: none"> • Build and maintain positive and effective relationships with sector stakeholders, including, but not limited to, other aged & disability care service providers, local councils and advocacy groups. • Build and maintain effective relationships with the Greek speaking community to expand delivery of culturally and linguistically appropriate services. • Build and maintain the expansion of the HCP services program. • Plans and organises own work and projects aligned with business objectives, identifies and secures resource requirements, and anticipates and addresses barriers to achievement.

Personal qualities

- Instils mutual trust and confidence and behaves in a fair and ethical manner towards others, demonstrating a sense of corporate responsibility and a commitment to PRONIA.
- Takes responsibility for actions and proactively implements work plan and addresses issues.

Signed for by the Employee as acceptance of the position description.

Signature:

Name:

Date: