

POSITION DESCRIPTION

Position Title	Case Manager
Position Holder	Vacant
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 Type	Full time.
Contract Type	Fixed term, 12 months parental leave cover
Position reports to	HCP Team Leader
Location	7 Union Street, Brunswick 3056, and any other location as per the needs of the organisation.
Recommended	<ul style="list-style-type: none"> Obtain full COVID-19 vaccination, unless certified to be exempt by a certified health professional. Fully influenza vaccinated.

Organisation Background

PRONIA, meaning “to provide” is an established community services agency with a rich 52-year history servicing the needs of the culturally and linguistically diverse backgrounds, including the Australian-Greek community. We advocate for the vulnerable and provide innovative services to meet current and emerging multicultural community needs.

PRONIA’s programs focus on providing direct services, 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.

Our Vision

An inclusive society where people from Greek and other backgrounds can be supported to live their best lives.

Our Statement of Purpose

To empower vulnerable members of the Australian - Greek Community to reach their full potential. This will be achieved predominantly by undertaking service provision and complimented by ancillary services, which support our clients including advocacy, policy development and research in an innovative, culturally, and linguistically appropriate manner.

Role Purpose

The role is key to supporting clients within a regulatory framework with measurable compliance requirements.

The role works alongside key personnel in other areas of the Aged & Coordinated Care Unit to ensure a consumer is well supported throughout their journey within the aged care system in Australia.

The position reports to the HCP Team Leader and is responsible for providing support to HCP clients through a consumer directed model with demonstrated outcomes.

The role is specific to the growth and the implementation of the Unit's business plan and objectives.

Key Responsibilities

- Manage a caseload of clients that comprises frail elderly persons and their families or carers who present with a variety of complex needs.
- Intake of new clients where required in accordance where required in accordance with PRONIA growth and organizational targets.
- Create and maintain care plans in conjunction with clients assessed aged care needs in accordance with relevant legislation and guidelines.
- 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.
- Produce and update client home care package budgets in accordance with approved client service and purchase requests within home care package level budget.
- Liaise and negotiate with internal service delivery and a range of external suppliers to ensure optimum access to services by care recipients.
- Seek improvements within the HCP program, identify change and continual improvement that will have a sustainable benefit to the organisation and the community, in consultation with the HCP Team Leader and or HCP Coordinator
- Participate in any dedicated team and unit meetings, appropriate forums, and industry consultation.
- 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 HCP Team Leader and or HCP Coordinator.

Safeguarding our Employees

At PRONIA we recognise that family violence is a gendered issue which is evident across the life span, is a complex and serious community issue, embedded in all types of care relationships, regardless of age, gender,

sexual orientation, culture, religious beliefs, and socio-economic status. Family Violence (and Elder Abuse) have immediate and long-term impacts on the physical, psychological, and social health and wellbeing of those affected which includes adults and children.

PRONIA takes supporting employees impacted by Family & Domestic Violence seriously, therefore:

1. We offer employees impacted by family & domestic violence; 10 days paid leave annually (non-cumulative).
2. We will ensure all details are kept confidential.
3. If required, we will develop and action workplace safety planning strategies.
4. We will provide referrals to appropriate support services.
5. We will provide specialised training for nominated persons.
6. All employees impacted family & domestic violence will also have access to able to access flexible working arrangements, annual leave, personal leave, long service leave as necessary.
7. All employees will be protected against discrimination as a result of disclosure, experience or perceived experience of DV.
8. By respecting the decisions of the service users and offering a range of options, PRONIA professionals have a vital role in ensuring the safety and wellbeing of health needs are met, inclusive of a patient's safety.

Safeguarding Children and Young People

PRONIA takes child protection seriously, you are required to meet the behaviour standards outlined in our Code of Conduct. All employees receive a copy of the Code of Conduct as part of their induction.

Therefore, as a part of your duties and responsibilities, you are also required to:

- Provide a welcoming and safe environment for children and young people;
- Promote the safety and wellbeing of children and young people to whom we provide services;
- Ensure that your interactions with children and young people are positive and safe;
- Provide adequate care and supervision of children and young people in your charge;
- Act as a positive role model for children and young people;
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management;
- Maintain a valid Working with Children Check (if applicable to role); and
- Undergo periodic 'national criminal history record' checks and report any criminal charges or convictions you receive during the course of your employment that may indicate a possible risk to children and young people.

Mandatory Requirements

- Current driver's license
- Access to own vehicle
- Clear Criminal History Record Check
- Fluency in Greek
- Access to a computer/ Internet at home (capability to work from home)

Technical Expertise and Educational requirements.

- Appropriate tertiary qualifications preferably in Social Work, Social Sciences, Counselling, Nursing or Allied health fields.
- Demonstrated experience in community aged care or case management/casework (minimum 3 years).
- Awareness of issues for Greek speaking Carers and withing the Greek Community
- 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.
- Excellent case note documentation 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

- 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.
- Maintain and contribute to the expansion of the HCP services program.
- Plans and organise own work and projects aligned with business objectives.
- Identify and secure resource requirements, anticipating and addressing 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 accountability for actions and proactively implements work plan and addresses issues.

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

Name:

Signature:

Date: