

# Position Description

<b>Title</b>	Case Manager, Linkages
<b>Business Unit</b>	Carer Services
<b>Location</b>	160 Whitehorse Road, Blackburn
<b>Employment type</b>	Full time, Ongoing
<b>Reports to</b>	Team Leader HACC PYP

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The Linkages Case Manager will work with supervision from the Team Leader HACC PYP, with the aim to provide individually tailored case management and supports to consumers and their carers, who have complex support needs, who are aged under 65 years or under 50 years old (if Aboriginal or Torres Strait Islander).

The Linkages Case Manager develops plans and identifies existing and new service opportunities to support transitioning eligible consumers to access the NDIS or Home Care Packages as well as supporting consumers who are not eligible to be funded by other services; and advocates for consumers as required.

### 2. Scope

**Budget:** nil

**People:** nil

### 3. Relationships

#### Internal

- Linkages Case Managers
- Team Leaders

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- Manager HACC PYP
- Intake and Assessment Officers
- Community Engagement Officer
- Volunteer Coordinator
- Other Carer Services Managers Carer Services Administration team

#### External

- Linkages Consumers / families / carers
- National Disability Insurance Agency (NDIA)/ Commonwealth Aged Care services
- Local Disability and Community Service providers e.g. Health, Education, Justice, Housing
- Other Service providers and referral partners

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## 4. Key responsibility areas

### Service delivery

- Using specialist knowledge and a consumer State Department of Health and Human Services (DFFH) directed approach, develop strategies to support Linkages consumers to identify their needs and develop their complex care plans
- Use initiative to develop effective linkages to other supports and services, that appropriately address the consumers identified support needs and goals
- Develop, plan and identify existing and new services, to support transitioning eligible consumers to access the NDIS or Aged Care Packages
- Achieve KPIs, and maintain a caseload of Linkages consumers, in line with the strategic business plan or individual work plan
- Create a consumer directed support and implementation plan, that promotes the consumer's health and wellbeing and improves their ability to participate in the community
- Establish own priorities in response to consumer plans and program requirements
- With support from Team Leader HACC PYP the Linkages Case Manager will undertake a range of functions requiring the application of a high level of knowledge and skill to achieve results in line with program and organisational goals

### Community engagement and education

- Liaise with carers, families and mainstream service providers, involved in providing care for consumers with complex care needs
- Develop initiatives and plans to best promote awareness of Linkages Support Packages and other related Uniting supports and services

### Administration and reporting

- Ensure consumer records, care plans and safety assessments are up to date and meet quality standards, statutory, organisational and funding body requirements
- Complete requests for statistical and other information in a timely and accurate manner

### Quality and risk

- Develop budgets for brokerage packages, that ensures that consumers are provided with the necessary support and complies with Linkages guidelines
- Operate within relevant legislation, and policies and guidelines
- Manage administrative tasks, including maintaining brokerage packages, entering accurate case notes in a timely manner and maintaining files and statistics as directed
- Complete regular progress reports within required timeframes
- Undertakes other duties and functions as directed, commensurate with current level of skills and classification
- Review of consumer files in line with Uniting File Audit requirements
- Report and participate in any investigation of any incident or occurrence that may constitute a breach of any legal or agency requirement
- Participate with continuous improvement processes in regard to program specific procedures, and demonstrating initiative when practices are not clearly defined

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#### Teamwork and development

- Actively participate and engage in team meetings and initiatives within the Linkages team and broader Uniting team
- Contribute to the identification of any continuous improvement opportunities
- Promote and maintain a positive, respectful and enthusiastic work environment
- Prepare and participate in monthly supervision and annual performance review process to support the promotion of collaborative professional development plans, service improvements, training opportunities and individualised support
- Identify opportunities to integrate and work collaboratively across Uniting Teams
- Provide expert advice to other Uniting employees regarding HACC PYP Linkages and consumer cohort experiences

#### Stakeholder relationships

- Build and maintain positive relationships with key stakeholders to facilitate a partnership and integrated practice approach to service delivery

#### Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Escalate and provide advice on risks, priorities, accountability and practice matters to the reporting line manager
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Performance indicators

- Ability to attract and retain Linkages Consumers
- Ability to use initiatives in identifying new services
- Achievement of Linkages goals
- Customer satisfaction measures
- Use of on-line systems to track and record performance data
- Other key measures developed by Uniting, or other key stakeholders

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### 6. Person specification

#### Qualifications

- Tertiary qualifications in Health and Community Services (Social Work, Psychology, Occupational Therapist) or demonstrated experience

#### Experience

- Demonstrated understanding of the impacts of a disability on a young person including the episodic nature of some disabilities (eg mental illness, physical or other neurological conditions) and the ageing process
- Demonstrated understanding of case manager practices
- Knowledge and understanding of HACC PYP services and guidelines
- Knowledge of relevant service providers across mainstream and other community service sectors, including aged care, mental health and disability providers
- Demonstrated ability to communicate effectively with adults, young people, children and sector representatives
- Commitment to collaborative multi-program and agency work practices

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Communication:** highly developed written and interpersonal communication skills, an open, honest, articulate and flexible approach to communication both written and verbal, and ability to actively listen, strong negotiation skills
- **Interpersonal focus:** strong interest in people and respect for others, and ability to suspend judgement.
- **Cooperative:** demonstrates team behaviours striving for co-operative and professional relationships
- **Conscientious:** responsible, dependable, organised and persistent.
- **Open to experience:** high level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development
- **Professionalism:** Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries
- Demonstrated ability and willingness to work in a competitive market environment where required to meet targets.
- Demonstrated ability to respond and adapt to competing priorities.
- Demonstrated ability to prioritise duties and work with limited direction.
- **Computer skills:** ability to use and operate a personal computer and a range of software packages; knowledge of MS Word, Excel and other online reporting systems.
- **Organisational Skills:** excellent organisational skills with a capacity to prioritise tasks effectively in a dynamic environment.
- **Analytical and problem-solving skills:** highly developed assessment and analytical skills with demonstrated capacity to identify emerging risk issues and concerns and effectively solve problems.

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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**Position Description**  
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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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**8. Acknowledgement**

**I have read, understood, and accepted the above Position Description**

**Employee**

Name:

Signature:

Date: