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# Position Description

## *Aged Care Case Manager*

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### **Context**

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#### THE AGENCY

##### **ADEC**

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

##### **Vision**

*Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.*

##### **Mission**

*The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.*

#### THE OPERATIONS DEPARTMENT

The Operations Department provides direct services to ADEC participants, their carers and families who require home care and community assistance through the Aged Care program, and NDIS and disability services under the NDIS Support program.

##### **Aged Care Unit**

The Aged Care program supports older people (over the age of 65 years) to live independently in their own homes for as long as they can, and supports participants' families and carers to access information about aged care services.

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### **Position**

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#### ROLE

The role of the Aged Care Case Manager is to manage services provided to ADEC Aged Care clients which will support and maintain their ability to live independently in their own home.

#### DUTIES

Conduct support planning with all clients to establish their support requirements for services and methods of service delivery.

Regularly visit clients in their homes for reassessment of their needs and review of progress against care packages

Establish ADEC My Aged Care clients' support requirements and conduct all subsequent support planning with clients and Support Workers

Keep timely, clear and detailed records of communications with all stakeholders including clients, representatives, support workers, service providers and related professionals associated with clients

Keep accurate and up to date client and administrative records that adhere to compliance requirements.

Ensure packaged services are provided within the limits of funding

Organise and supervise daily service requirements to meet the planned needs of clients.

Provide on the job support and training to Support Workers as required

Participate as required in all supervision and in-house training sessions.

Data input as required to ADEC database.

Other duties as directed by the Aged Care Unit Coordinator.

## RESPONSIBILITIES

Establish personal (face-to-face) contact with all My Aged Care clients during the recruiting and planning stages of their support.

Ensure a focus on continuous quality improvements is maintained and nurtured in all areas of service delivery to deliver better services to clients

Contribute to the creation of personalised care packages for clients (and their representatives) and organise service scheduling to meet client assessed needs.

Stay in regular communication with clients and their representatives to ensure the ongoing delivery of effective services relevant to their changing health and circumstances.

Ensure that the Coordinators/Supervisors of relevant programs are kept fully informed through continuous liaison, of clients' support requirements and plans.

Keep the Aged Care Unit Coordinator fully informed through continuous liaison, of clients' support requirements and plans.

Market ADEC Program activities to My Aged Care participants so that they are attracted and recruited to use ADEC program services.

Adhere to ADEC's policies and procedures at all times.

## KEY PERFORMANCE INDICATORS

The Aged Care Case Manager's performance will be measured against the following criteria:

- The standard of client planning and support records.
- Satisfaction of clients with support and service planning, as gauged by client feedback.
- Conformance with ADEC policy, procedures and audit requirements.

## KEY SELECTION CRITERIA

### **Essential**

Certificate III in Aged Care, or equivalent.

Previous experience in the aged care and/or disability field, in a comparable position.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

A reliable car and full Comprehensive insurance cover.

Ability to work without direct supervision, within guidelines and procedures.

The ability to work well as part of a team and independently.

Experience with databases and supporting technology and equipment.

Genuine desire to help the elderly.

Well organised, calm nature with a can-do attitude.

### **Desirable**

Current Level 2 First Aid and CPR Certificate.

Formal qualifications in case management, community development, community services or related areas.

Excellent time management and task planning skills.

Previous experience of working with carers from ethnic communities.

Second language.

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## **Employment Terms and Conditions**

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### AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

ACTION on DISABILITY within ETHNIC COMMUNITIES INC.  
PD – Aged Care Case Manager

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The classification for this position is Level 3. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.