

## Position Description

*Private and Confidential*

## Case Manager

## The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW] and Nambucca Valley Phoenix [Mid North Coast NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

**Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.**

### Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	Case Manager
<b>Location:</b>	Wagga or Griffith
<b>Job Type:</b>	Fixed Term, Full Time - through to June 2020
<b>Reports to:</b>	Team Leader – Case Management
<b>Direct reports:</b>	NIL

## Service Description

The Aged and Regional Community Services (ARCS) team provide specialist consumer directed, multi-disciplinary aged, health, respite, case management and social supports to communities throughout regional and remote NSW. A team of dedicated staff provide services that are predominately community based and aim to support our customers to remain independent, support social inclusion and maintain a healthy home environment. Our fully trained and qualified team delivers services to a range of customers within the community including the frail aged, people transitioning from hospital and those living with a disability. ARCS services are delivered within a re-enablement and recovery framework, supporting customer choice and control, independence and promotes holistic care and support.

The Aged & Regional Community Services team form part of LiveBetter Community Services Department which is overseen by the General Manager of Community Services. LiveBetter Community Services also encompasses LiveBetter's Child & Family Services, Transport, Home Modifications and Building, Primary and Allied Health and Mental Health services.

The Case Management Services team provide high quality Case Management and Coordination services to people who are frail aged with complex needs, people living with a disability registered with the NDIS, patients discharging from a NSW public hospital under the ComPacks program and various other funded programs providing Case Management and/or Coordination to vulnerable members of our community.

## Key Position Responsibilities

The primary objective of this position is to undertake assessments and ongoing management of customers referred to LiveBetter for a variety of programs delivered by LiveBetter Case Management Services. The role will comply with all requirements of the relevant program guidelines and be responsible for the arrangement and ongoing monitoring of brokered services as required.

Core responsibilities for this position include:

- Provision of accurate customer reporting.
- Provision of case management to eligible customers within the geographic areas serviced by LiveBetter Case Management Services.
- Promotion and development of Case Management Services.
- Providing education to other service providers about LiveBetter Case Management Services.
- Conducting skilled and comprehensive assessment of customers and developing a suitable individual plan with the customer.

## Risk

Are risk owners and are required to create an environment where risk is accepted as a personal responsibility of all staff, volunteers and contractors

They should;

- Identify, record and periodically evaluate the risks in NetSuite
- Identify, record and assess the effective internal controls
- Develop treatment plan to treat high level risks in a timely manner in NetSuite

## Person Specification

### Background and Experience

Experience in assessment of the care needs of people with a wide variety of needs in both a hospital and community setting and experience in the use of formal assessment tools e.g. The Ongoing Needs Identification tool (ONI).

#### Essential

- Diploma Community Services – Case Management or similar.
- Experience in comprehensive assessment and Case Management.
- Experience in the use of customer management software e.g. Total Client Manager (TCM).
- Strong negotiation, advocacy and networking skills.
- Sound level of level of skill utilising computerised technology including Microsoft products.
- High level written and verbal communication ability including influencing, listening, negotiation and conflict resolution.
- Strong time management skills with the ability to complete multiple tasks with competing priorities.
- Current Australian Driver's Licence.
- Ability to travel within the region to conduct assessments.

#### Desirable

- Understanding of the issues facing the frail aged and disadvantaged in the community.

#### Other requirements

- Pass a National Criminals History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.

## Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			