

POSITION DESCRIPTION

Position Title / Classification:	CDC Case Manager
Section:	Plan Management Unit
Award:	Aligned to Social, Community, Home Care and Disability Services Industry Award – Level 6
Status:	Part time (20 hours)
Location:	8 Warwick Rd Ipswich
Supervises:	N/A
Position Reports To:	Chief Executive Officer
Date Prepared:	28 November 2018

Our Vision

At ALARA, our vision is to be recognised as an innovator in the creation of sustainable, inclusive and value –driven quality service solutions for our customers.

In the Ipswich, Lockyer, Somerset and surrounding areas we provide a range of services including:

- In-home (domestic and personal care) support
- In-home and hub based respite care
- Community access, participation and inclusion
- Learning and life skills development groups
- Accommodation support
- Information and Advocacy
- Social, Leisure, Sporting and Recreational Activities
- Fitness and Wellness programs
- Creative Arts Programs
- Services for Older Australians
- Services for Children and Teenagers
- Plan Management and Financial Intermediary services
- Supports Coordination

The Organisation

ALARA QLD Limited is a non-denominational disability service provider, originally established as Respite Care Services (Ipswich) Inc in 1991. In 2000, the organisation underwent a name change to ALARA Association Inc. to better reflect its services and in 2013 became ALARA QLD Limited, a company limited by guarantee.

ALARA means:

Access Lifestyle Support Accommodation Support Respite Activities

It is a not-for-profit provider of community and support services that are individualised and responsive to the needs of people with a disability, their carers and families. Services are provided in the Ipswich, Somerset and Lockyer and surrounding areas.

ALARA provides direct personal care, community access and a range of programs and activities to suit over 800 individual clients.

ALARA QLD Limited's current annual budget is in excess of \$15m dollars. Funding is received from the Queensland Government Department of Communities, Disability Services and Seniors, the National Disability Insurance Scheme and from the Federal Department of Health. Services are also purchased directly by our customers.

ALARA'S Values

ALARA services are provided in a way that is consistent with the following values:

- Value 1: Person Focused**
We will be **Person Focused** and aim to meet individual needs.
- Value 2: Responsive**
We will be **Responsive** and flexible within our resource limitations.
- Value 3: Partners**
We will be **Partners** with our customers, carers, families, staff, volunteers, members, the community and funding bodies.
- Value 4: Safety**
We are committed to ensuring the physical and emotional **Safety** of everyone involved with ALARA QLD Limited.
- Value 5: Respect**
We will operate with **Respect**, dignity, confidentiality, accountability, equity and honesty with transparent and open communication
- Value 6: Excellence**
We will strive for **Excellence** through learning, innovation, creativity and change.

ALARA'S Services

ALARA provides a range of services for people with a disability and older Australians, and their carers, including:

In-home Support

ALARA provides a range of services to enable people to be as independent as possible in their own home. This can include personal care support and assistance with cooking and cleaning.

In-home Respite

ALARA provides in-home support to provide appropriate support to the service user while their primary carers (parents, partner/spouse/family members) have a break from their caring role.

Community Connection, Access, Participation and Inclusion

Service Users are provided opportunities to learn/maintain skills, expand their personal networks and to participate in the life of the community.

Information and Advocacy

Service Users and their representatives are involved in the co-design of their support and given information regarding other services and events in the community that they can access to meet their needs. Where appropriate, they are encouraged to access services which can speak and act on their behalf to ensure their needs are addressed.

Social, Sporting, Leisure and Recreational Activities

ALARA's Activities Program includes sporting, mixed social activities, school holiday programs, getaways and supported holidays.

Fitness and Wellness Programs

ALARA's qualified personal trainers are available on a group or individual basis to help individuals achieve their fitness goals. ALARA also runs a range of group activities with a health and wellness focus.

Community Hubs

ALARA has Community Hubs or "Luke's Place Centres" in Ipswich, Esk and Lockyer. Each hub provides access to a diverse range of opportunities designed around the interests and preferences of individuals and the group.

Creative Arts Programs

ALARA offers a range of Arts Program to support practising artists and budding artists to express their creativity, develop new techniques and explore new mediums.

Services for Older Australians

ALARA QLD Limited provides a range of services for older people that are designed to give them the control and flexibility they need to maintain their quality of life and independence.

Services for Children and Teenagers

ALARA provides services designed to support families in their caring role and a comprehensive range of age appropriate supports to assist children and teenagers to develop social and practical skills and increase their independence.

Plan Management and Financial Intermediary Services

ALARA's NDIS Plan Management services give both NDIS and My Aged Care participants the benefits of self-management without the financial, administrative and coordination workload.

Support Coordination

ALARA is registered with the National Disability Insurance Agency (NDIA) to provide Coordination of Supports. The aim is to ensure that NDIS Participants have maximum choice and information about potential providers.

Community Awareness

ALARA strives to educate the community and make them more aware of, and more responsive to, the needs of people with disabilities.

Position Specification

1.1 Position purpose:

The CDC Case Manager is a member of the ALARA QLD Limited Plan Management Unit and is responsible for both:

- the provision of plan and case management services for home care package customers using person-centred and consumer directed care models of service delivery

CDC Plan Management

Home Care packages funded through the Commonwealth Government are delivered on a Consumer Directed Care (CDC) basis. This program is designed to ensure that the older person requiring support (and their carer) have more choice and control over what services are delivered and where and when they are delivered.

This position will provide plan management and case management for home care package customers using person centred and consumer directed care models of

service delivery. The position is vital to assisting frail aged people to remain independent at home and in the community, and will foster an enriched and improved quality of life.

1.2 Key Responsibilities:

- To manage and respond to referrals for Home Care Packages through My Aged Care.
- To provide information, advice and support to customers, prospective customers and carers to assist them to understand the range of options available to them with respect to their allocated Home Care Package and to maximize their individual budget. This includes identifying their preferred level of co-management as well as the potential mix of services (internal and external), supports, treatment and products required to remain safely at home and engaged in their community
- To assist customers to identify personal goals and aspirations and support requirements and to develop their personal care plan and budget
- To purchase goods and services from external agencies on behalf of the customer in line with their care plan and budget
- Oversee the management of individual customer budgets to ensure they are receiving an effective and efficient package to suit their identified goals.
- To liaise with the relevant ALARA Coordinator/Facilitator, external service providers, health professionals and stakeholders to ensure an optimum service for customers.
- To liaise with Finance Department to reconcile accounts and budgets.
- To build the capacity of the customer (and their Carer/Nominee where applicable) to exercise greater choice and control and develop skills for increased independence in co-managing services and supports in the longer term
- To ensure regular contact, plan and budget review with customers and their carers

Other General Responsibilities:

- To deliver services with a high level of quality and satisfaction
- To ensure that services are delivered in accordance within ALARA policy and procedures
- To ensure that all legislative and regulatory requirements relevant to the activities being undertaken are met
- To meet the financial and key performance indicators set for the position

1.3 Supplementary Responsibilities:

- To proactively contribute to identifying own training and development needs and to maintain up to date knowledge, skills and abilities.
- To participate in mandatory training and ongoing staff development opportunities.
- To work under direction while adhering to ALARA's policies, procedures, guidelines and instructions.
- To contribute effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- To contribute effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- To contribute effectively to the achievement of continuous improvement and the organisations vision and key outcome areas.

Key Selection Criteria

2.1 Qualifications

Relevant tertiary qualification (degree level) in the allied health, nursing, health sciences or human services with experience in aged care case management.

2.2 Key Selection Criteria

- Knowledge and understanding of relevant legislative frameworks, standards and government funding requirements and guidelines in relation to service provision for older Australians
- Well-developed analytical and problem solving skills with the ability to conceptualise and develop innovative and flexible strategies and support solutions to meet participant/client requirements and support to achieve their goals
- Sound knowledge of contemporary disability philosophy and service practice issues and experience in person-centred case management and a wellness and re-enablement approach in the aged care including provision of support to people with dementia
- Ability to work collaboratively in a busy work environment both independently and as part of a team.
- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with participants, their families, community agencies and professionals

- Ability to produce accurate, professionally appropriate and current records and written reports
- Adaptability to changing circumstances and a dynamic environment and strong time management skills with the ability to prioritise work
- Capacity to build effective collaborative relationships and negotiate effectively with internal and external stakeholders
- Strong financial acumen and understanding of budgets
- Broad knowledge of community resources which support individuals within ALARA's catchment area
- Demonstrated computer skills including Microsoft Office Suite applications and experience in working with client information management systems.

2.3 Other Requirements

- Current Open "C" Class Driver's License
- Eligibility to meet the requirements of a Disability Services Queensland Positive Notice Card Criminal History Check and the Positive Notice Blue Card for Child Related Employment. The successful applicant must also undertake a National Police Check and be compliant with Aged Care suitability requirements.
- Commitment to the philosophy and objectives of the Queensland Disability Services Act (2006) and the National Disability and Aged Care Service Standards
- Ability to work flexible hours in accordance with organisational needs and participant availability.