

### 3.9B Case Manager Position Description

<b>B Miles Women's Foundation Case Manager</b>	
<b>Authorisation</b>	CEO and Board of Management June 2021
<p><b>Primary Position Objectives</b></p> <p>Case managers provide comprehensive assessment, individualised case management, mental health support and purposeful transition planning within a biopsychosocial framework with the aim of resolving homelessness and supporting mental health recovery and stability.</p> <p>An objective of this position is to enhance the quality of client experience and satisfaction of the service, and to promote continuity of care. To achieve this, case management processes are inclusive of the strengths and capacity of individual clients and promote achievable goals in negotiation with housing providers, clinical supports and significant others.</p>	
<b>Classification</b>	NSW Social, Community, Home Care and Disability Services Award: Level 5
<b>Locations</b>	Flinders Street, Darlinghurst 2010 NSW (shift work) Edgecliff Business Centre 2027 NSW
<b>Screening and external authorisation requirements</b>	Working with Children Check National Criminal History Police Check Referee checks Verification of relevant qualifications Comply with BMWF's COVID-19 Vaccination Policy
<b>Reports to</b>	Chief Executive Officer Client Services Manager Board of Management
<b>Working relationships</b>	Staff, management and clients of BMWF External agencies

<b>Performance requirements</b>	
<b>Case Management</b>	
<p>Case managers are required to apply knowledge and expertise from tertiary studies and previous experience to fulfil the following requirements of the role:</p> <ul style="list-style-type: none"> <li>▪ Foster a collaborative and respectful relationship with each client reflective of rights-based practice</li> <li>▪ Provide detailed and thorough intake assessments for potential clients, this involves collaborative assessment of service-fit to the support needs of potential clients (a risk management framework applies)</li> </ul>	

- Meet regularly with allocated clients to continuously assess, plan and review client goals and strategies; case managers are responsible for professional documentation of client support plans and records
- Liaise with clinicians regarding appropriate provision of mental health support, following the direction of clinical team on risk management at all times
- Initiate case conferences involving a client's supports when required
- Lead transition planning through liaising, consulting and advocating where necessary with housing providers, mainstream services and support persons to evaluate current and ongoing needs and locate appropriate and affordable accommodation
- Attend and present case management progress in staff case conferences and follow/implement suggestions and advice from CEO, CSM and external clinical supervisor
- Fulfil the case management standards as set by the organisational policies and procedures and the funding body
- Accompany clients to meetings, appointments and other services in consultation with the CEO / CSM
- Provide tailored aftercare support to transitioned clients through provision of referrals as required and facilitation of information sharing and relationship building with key stakeholders
- Exercise sound advocacy skills on behalf of clients when required

#### **Support and Service Delivery**

For Case Managers undertaking shift work at B Miles Supported Accommodation;

- Provide high quality support to clients within a shift work roster. Work efficiently to perform both support and operational requirements of each shift
- Exercise a degree of autonomy as a sole-worker on shift; afterhours, the CEO and CSM are only to be contacted in the event of an emergency
- Provide respectful support to each client utilising skills in emotional support and debriefing, de-escalation of distress and behaviour management
- Provide appropriate assessment of support needs including the facilitation of clinical and emergency interventions as required in line with duty of care
- Provide consistent service provision across shifts in line with guidance from management and the clinical supervisor; implement appropriate engagement strategies and risk management protocols individual to each client
- Manage clients' medications including storage, monitor compliance and handle medication in accordance with established protocol
- Facilitate appropriate handover with staff arriving on shift inclusive of history and support needs and potential duty of care issues
- Support clients to attend to their own support needs, including attending appointments, taking medication, maintaining personal hygiene and living spaces
- Ensure suitability of access to service within each shift i.e. assess clients for intoxication or personal safety issues and discharge/refer to appropriate service if required
- Provide admission and discharge support as appropriate
- Read and record information in communication book, database and all relevant files
- Ensure that the client knows her rights and responsibilities and is aware of complaint process, and assist adherence to organisation policy and procedures regarding confidentiality, WH&S, risk management and critical incidents at all times

- Encourage and support clients to provide feedback to the service
- Facilitate mediation between clients when required
- Supervise volunteers during onsite service visits (e.g. pet therapy, cooking groups)
- Complete domestic duties, including preparation of the evening meal on afternoon shifts, as per shift requirements
- Exercise judgement and initiative where procedures are not clearly defined
- Complete other duties as required or requested by the CEO and CSM

#### **Team Work**

Case managers function within a multi-disciplinary team. The service requires case managers to demonstrate effective team work by;

- Completing shift work duties with consistency and appropriate priority setting
- Exercising appropriate interpersonal skills to engage with co-workers including providing peer support in relation to complex matters
- Participating in staff training and development activities in consultation with CEO and/or CSM
- Attending meetings, conferences and seminars in consultation with CEO/CSM and provide thorough feedback to colleagues
- Participating in staff meetings, group supervision and individual supervision
- Participating in evaluation process and undertaking annual worker reviews
- Undertaking projects throughout the year in working groups as assigned at annual planning day
- Being respectful and receptive to the perspectives of other team members.

#### **Service Development and Planning**

- Participate in strategic and operational plans for the organisation
- Understand the long-term goals of the organisation
- Identify and address options for program delivery changes through staff meetings, annual planning and strategic planning forums
- Fulfil allocated responsibilities in program evaluation and change as identified in operational plans
- Present progress reports of annual projects to the team

#### **Community Liaison**

- Promote the organisation to other services in the community
- Exercise a high level of interpersonal skills when interacting with other organisations, significant others and the general public
- Attend meetings, conferences and seminars in consultation with the CEO
- Make appropriate referrals to external organisations with a high degree of professionalism and transparency

#### **Service Administration**

- Record information in the communication book in line with established protocol
- Maintain all files and records and complete data collection requirements
- Be proficient in computer use in order to fulfil administration requirements

<ul style="list-style-type: none"> <li>▪ Assist with research or data collection as required</li> <li>▪ Complete timesheet and pay records accurately</li> <li>▪ Complete other duties as directed by the CEO and CSM</li> </ul>	
<b>Other Requirements</b>	
<p>Case managers are required to adhere BMWF's Policy and Procedures:</p> <ul style="list-style-type: none"> <li>▪ Code of Ethics and Conduct</li> <li>▪ Conflict of Interest</li> <li>▪ First Aid</li> <li>▪ National Criminal History check</li> <li>▪ Working with Children check</li> <li>▪ Immunisation Policy and COVID-19 Vaccination Policy</li> </ul>	
<b>Annual Performance Review and Work plans</b>	Participate in annual Performance Reviews in collaboration with the CEO and the development of a skills development plan.
<b>Skills, knowledge and qualification requirements</b>	<ul style="list-style-type: none"> <li>▪ Qualifications in a related discipline (social sciences, health, psychology, social work, community services, management)</li> <li>▪ Experience in providing case management services to clients with complex needs particularly homelessness, mental health and psychiatric disability</li> <li>▪ Experience in implementing risk management and duty of care protocols</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ B Miles Women's Foundation holds an exemption under the Anti-Discrimination Act and only employs female staff.</li> </ul>

<b>Position agreement</b>	
I have read, understand and agree to undertake the position as outlined in this position description.	
<b>Position holder name</b>	
<b>Position holder signature</b>	
<b>Dated</b>	
<b>Position approval</b>	
<b>Authorising position</b>	

<b>Authorising position name and signature</b>	
<b>Dated</b>	

<b>Policy number</b>	3.9B	<b>Policy section</b>	HUMAN RESOURCE MANAGEMENT
<b>Policy name</b>		BMWf Case Manager	
<b>Date of initial endorsement by Board</b>	June 2021	<b>Date of last review by CEO and staff</b>	June 2021
<b>Next scheduled review date by CEO &amp; staff</b>		April 2023	
<b>Next scheduled review date by Board</b>	April 2023	<b>Person responsible</b>	CEO