

POSITION – CASE MANAGER

CASE MANAGER

Full time.

Applications close 25 September 2019

ABOUT US

NovaCare Community Services Limited is a Hunter based, not-for-profit organisation assisting our clients and their carers to maintain an independent lifestyle within their own home and enjoy an active role in their community. We have been recognised by Aged & Community Services as NSW/ACT Organisation of the Year 2016 and 2017.

THE OPPORTUNITY

NovaCare is expanding and we are looking for an enthusiastic team member full time. Working from our Broadmeadow office in Newcastle, the successful applicant will join our fast paced environment and will be passionate about supporting our consumers in their own home. Our care services team works collaboratively to assess, monitor and evaluate through contemporary practices and consumer-focused care strategies. Our team members not only manage consumer care plans which address the goal orientated consumer directed care principles, they also participate in community wellness programs (and similar) to bring fulfilling care to our consumers' lives.

NovaCare employees enjoy the benefits of salary packaging, flexible working options and on-site parking for employees based at Broadmeadow.

CASE MANAGER

We are currently seeking a highly motivated and experienced **Case Manager** to join our team in the Newcastle area.

Essential skills and attributes:

- Minimum requirement of Certificate 4 in Aged Care
- Demonstrated skills and experience in conducting comprehensive assessment's and Care Planning
- Proven ability to contribute to workplace culture
- You will also have experience in leading and developing direct care staff
- Proven ability in promoting clients independence and choice
- Ability to manage time effectively and achieve desired outcomes and deadlines with high level written and verbal communication skills
- You will also share our values and passion for delivering quality support to people who need it the most
- Minimum 2 years Aged Care experience
- Minimum 1 year Case Management experience in Community Care or RACF Management
- Genuine commitment to working as a member of a multi-disciplinary team

- Current drivers licence
- Current first aid certificate

NovaCare employees enjoy the benefits of salary packaging and flexible working options.

Position is full time

POSITION DESCRIPTION

A Position Description is available by emailing support@novacare.org.au

HOW TO APPLY

Please read the **Information for Applicants** document for assistance and address the Selection Criteria in your **Application Form** (download forms from this website).

Include a current resume and be prepared to complete pre-employment health and police checks.

Applications, addressing the criteria outlined in the position description (contact reception at support@novacare.org.au), should be forwarded to:

Tracey Douglas, Care Services Manager

NovaCare Community Services Limited P.O. Box 650, The Junction, NSW, 2291 or

Email: traceyd@novacare.org.au

Further enquires can be directed to Tracey Douglas on 1300 363 654.

Applications will be reviewed on receipt, therefore appointment of position may be made prior to close of applications on 25 September 2019.

POSITION VACANT – CARE SUPPORT WORKER

TITLE: Care Support Worker (CSW) – Cert III

Applications close 2nd October 2019

ABOUT US

NovaCare Community Services Limited is a Hunter based, not-for-profit organisation assisting our clients and their carers to maintain an independent lifestyle within their own home and enjoy an active role in their community. We have been recognised by Aged & Community Services as NSW/ACT Organisation of the Year 2016 and 2017.

THE OPPORTUNITY

We are currently seeking experienced **Certificate III Care Support Workers** to provide care and support services to our consumers in receipt of Home Care Packages and Home Support Program.

NovaCare is currently seeking staff to care for our consumers in the **Newcastle and Swansea areas**. Applicants should either reside in or be willing to travel to these areas regularly.

CARE SUPPORT WORKER

Position purpose:

Care Support Workers are required to provide high quality support and direct care to consumers of NovaCare. This support may include, but is not limited to, direct home support, transport support, personal care, use of hoist, medication supervision, respite care, independent living skills and other services described by the Care Plan and Coordinator/Case Managers.

Reporting to Coordinator/Case Manager

NovaCare employees enjoy the benefits of salary packaging and flexible working options.

Essential skills and attributes:

Certificate III Aged Care or equivalent.
Current First Aid Certificate.
National Criminal Record Check.
Previous work experience in providing care and services in the community.
Demonstrated ability to carry out the physical requirements of the CSW positions.
Willingness to work a seven (7) day shift roster.
Current driver's licence and reliable vehicle with comprehensive vehicle insurance.
Reliable and well maintained mobile 'smart' phone.
Demonstrated understanding of person-centred care.

Desirable skills:

Computer literacy with demonstrated knowledge/understanding of electronic consumer information systems

POSITION DESCRIPTION

KEY RELATIONSHIPS

Internal - Care Services Manager and relevant Case Manager/Coordinators

External - Consumers, consumer supports including families, other direct care staff

A Position Description is available by emailing support@novacare.org.au

HOW TO APPLY

Please address the Selection Criteria in your application.

Previous applicants for position of Care Support Worker should not apply.

NovaCare Community Services Limited

P.O. Box 650

The Junction NSW 2291

or email: simonep@novacare.org.au

Further enquiries can be directed to Simone Parker on [1300 363 654](tel:1300363654).

Applications will be reviewed on receipt, therefore appointment of positions may be made prior to close of applications on 2nd October 2019.

Our Purpose and Mission

NovaCare

We provide quality cost effective care to enable people to maintain their independence, live in their own homes in the community of their choice

Our Values

Be There: When people need you, they need all of you. Setting aside distractions and judgments to be fully present is a sign of respect. It improves communication and strengthens relationships.

Play: You can be serious about your work without taking yourself so seriously. Play is a mindset more than a specific activity. It allows you to throw yourself with enthusiasm and creativity into whatever you are doing, in a way that is natural, not forced. "Playing" with ideas helps you find solutions to everyday challenges.

Make Their Day: Simple gestures of thoughtfulness, thanks and recognition make people feel appreciated and valued. When you make someone else feel good, you feel good too.

Choose Your Attitude: To actually choose how you respond to life, not just react, you must be intentional. When you get up, decide who you want to "be" today. Moment-to-moment awareness is key. Ask yourself throughout the day, "What is my attitude right now? Is it helping the people who depend on me? Is it helping me to be most effective?"

How you will be measured in your role

In accordance with NovaCare's performance review timetable, you and your Case Manager/Coordinator will review you on your job performance annually and at other set times during the year. This review will be completed in relation to your position description and the delivery of your KPI's (Key Performance Indicators). The responsibilities, duties and KPI's for your role are defined under NovaCare's four Key Result Areas, as listed below:

1. **CARE SERVICES:** To provide quality, cost effective care which will enable people to maintain their independence and live in their own homes in the community of their choice.
2. **OUR TEAM:** To attract and retain staff and volunteers who are caring, competent and motivated to deliver our services. To increase the skill level of staff and also ensure they are adequately remunerated.
3. **OPERATIONS & ADMINISTRATION:** To ensure that we provide the most effective facilities and systems for the provision of services to our clients
4. **FINANCIAL & BUSINESS PERFORMANCE:** To remain financially viable and provide funds for the achievement of our client and business goals.

NOTE - Provision has been made in the Position Descriptions for Specific Projects which are one off activities completed over a period of time (normally less than one year) and not considered to be part the core responsibilities/duties and KPI's for the current role. Once completed, these Specific Project/s will more than likely become part of the on going role for the position, unless they do not require management or monitoring.

The signature (at the end of this position description) of the team member and manager acknowledges the position description and KPI's for this role, and how these KPI's will be measured. A summary of the responsibilities, duties and KPI's for the role are included in the table below.

KEY RESULTS AREA – CARE SERVICES

Responsibilities and Duties

Key Performance Indicators (KPI's)

<ul style="list-style-type: none"> • Deliver direct services to allocated consumers as described in their care plans so that the services are effective for both consumers and for the allocation of resources. 	<ul style="list-style-type: none"> • Shift duties as per consumer care plans are completed during each scheduled consumer care session. • Consumer support schedules are developed and adjusted with direct supervisor on a regular basis. • Support and guidance is sought from supervisor immediately in response to significant consumer issues.
<ul style="list-style-type: none"> • Services are delivered in line with relevant legal requirements. 	<ul style="list-style-type: none"> • Documentation is accurate, timely and stored as per privacy legislation requirements.
<ul style="list-style-type: none"> • Follow NovaCare - Service Provision policies and procedures. 	<ul style="list-style-type: none"> • NovaCare Policy and Procedure manual, received on induction, is read and accessed regularly. • Safe manual handling techniques are used as per policies and procedures. • Standard infection control procedures are followed when providing care. • WH&S regulations for providing care to consumer in their home are followed. • All medications are supervised from a blister pack only.

KEY RESULTS AREA – OUR TEAM

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> Participate in meetings with supervisor as required. 	<ul style="list-style-type: none"> Attend meetings and provide input as required.
<ul style="list-style-type: none"> Contribute to a safe and non discriminatory workplace. 	<ul style="list-style-type: none"> Report any incidents to supervisor and WH&S representative immediately and in writing where necessary.
<ul style="list-style-type: none"> Develop and maintain good relationships with relevant staff. 	<ul style="list-style-type: none"> Accurate information is communicated to relevant staff only.
<ul style="list-style-type: none"> Participate in training to increase personal skills. 	<ul style="list-style-type: none"> Attend any required training.
<ul style="list-style-type: none"> Privacy and Confidentiality 	<ul style="list-style-type: none"> Signed Confidentiality Agreement is adhered to all times.
<ul style="list-style-type: none"> Code of Behaviour 	<ul style="list-style-type: none"> Signed Code of Behaviour is adhered to at all times.
<ul style="list-style-type: none"> 3 month probationary review for new employees followed by annual performance review. 	<ul style="list-style-type: none"> Probationary performance review is completed with supervisor on 3 months of service. Performance review completed annually with supervisor.

KEY RESULTS AREA - OPERATIONS & ADMINISTRATION

Responsibilities and Duties	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> • Adhere to NovaCare administrative policies, systems and procedures. 	<ul style="list-style-type: none"> • Submit and or confirm all requests for leave, resources, expenditure etc. to the supervisor in writing for approval. • Report critical incidents and WH&S issues immediately and complete documentation within 24 hours of incident.