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| **CARE MANAGER POSITION DESCRIPTION** |
| **Position title**  | Care Manager (CM) |
| **Reports to**  | General Manager |
| **Location**  | Brisbane |

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| **ABOUT** |

Imaginative Human Services is a young, dynamic and creative disability service, providing a range of support services to people with disabilities, their families and individuals in need. We accomplish this by combining interpersonal, therapeutic support with newly developed, innovative technology that enables us to provide a more responsive, transparent and accountable model of care.

We value a “thinking outside the box” culture where everyone at Imaginative – participants, families, stakeholders and employees, are encouraged to put forward and try new ideas that could benefit and improve the support and care we provide to people with disabilities and their families.

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| **DUTIES AND STANDARDS** |

Care manager undertakes frontline shifts in providing care, supervision and support for participants and are expected to deliver all duties of Direct Care Worker, such as:

* Supporting clients who are non-verbal, vision or sensory impaired and who display challenging behaviours
* Personal care
* Reading medication charts
* Understand and follow NDIS Plans
* Building clients independence using a person-centred approach at home and in the community
* Light domestic duties and meal preparation,
* Creating structure and routine for participants, including nutritious meals;
* Providing transportation as part of the individual care and support plan;
* Supporting participants to access the community
* Maintaining a high standard of cleanliness, tidiness, and comfort in the home environment;
* Adherence and role modelling of safe workplace health and safety legislation;
* Creating a friendly and warm environment and working closely with other staff members
* As part of a team, identify areas where participant’s needs could be better met.
* An understanding of Imaginative Human Services’ Vision and Mission statement in line with the organisation’s values

**Specific duties related to the Care Manager role include:**

* Supervision of a team of Direct Care Workers
* Facilitation of team meetings
* Providing on-call support and case-specific advice
* Reporting Incidents to the NDIS Commission
* Conducting Post crisis Incident reviews with Direct Care Workers following Incidents.
* Conducting Incident Assessments for all Incidents
* Working collaboratively with the care team to develop and implement corrective actions following incidents.
* Performance management, where necessary
* Coaching and development of Direct Care Workers
* Responsibility for understanding and meeting the NDIS legislative requirements
* Team participation in the collaborative audit process with their Quality Manager;
* Case management tasks such as effective rostering, incorporating direct carer’s hours logs
* Responsibility for the development and maintenance of all case documentation including care maps, care plans, safety plans where applicable, progress reports and daily shift reports (though some of these tasks may be delegated to the direct carers, where appropriate);
* Case planning and case inductions;
* Ensure delivery of high-quality care leading to positive outcomes for participants, such as building relationship and life skills, engaging in education and improved health and hygiene;
* Working within organisational policies, procedures and values and contribute to continual improvement of services;
* Other tasks as delegated by the General Manager.

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| **REQUIREMENTS** |

* A minimum six (6) months experience working with people with disabilities with challenging behaviours such as physical aggression, in a residential or care setting;
* Minimum qualification of *Certificate IV in Disabilities* or another recognised qualification;
* Ability to do shift work and in-home sleepovers;
* Ability to accommodate roster changes and on call requirements at short notice. We endeavour to complete rosters up to two weeks in advance, though changes may occur due to the nature of the work;
* Ability to participate in team meetings, staff meetings, training and supervision, as required;
* Successful completion of relevant history checks and screening processes;
* A full Australian Drivers Licence or ability to obtain one.

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| **SKILLS** |

* Knowledge of issues facing children or an individual in the disability care sector, the impact of childhood abuse and trauma, and crisis management techniques;
* Understanding of case management model in the community care and residential care setting;
* An understanding of the intensive nature of working with people with disabilities and the possible impacts on the employee’s family and personal responsibilities;
* Ability to work autonomously in an isolated environment, supported by established procedures;
* Ability to supervise team members and establish effective team processes and systems;
* Computer-literate, including demonstrated ability to independently use key programs such as Word and Excel, internet browsers and ability to guide direct carers in using these tools;
* Ability to complete reports and other business processes via web-based systems;
* Strong written and verbal communication skills including negotiation, networking, and ability to draft shift reports;
* Strong organisational and time management skills.

*If applicable,*

* Experience in working with multi-disciplinary services and government agencies
* current first aid certificate

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| **SALARY AND CONDITIONS** |

**Salary:** Employees will be paid accordingly based on the Social, Community, Home Care and Disability Services Industry (SCHADS) Award, which will depend on the employee’s qualifications and work experiences.

**Working shifts:** We offer longer, flexible shifts of 24 hours or capped shifts at a maximum of 10 hours. A 24-hour shift can consist of between 10 to 16 hours awake working time and an 8-hour sleepover period

**Working hours:** Care managers work a combination of non-contact and contact hours each week. The position also calls for flexibility and adaptability, however, depending on the case load and the participants needs.

**On-call:** Case managers are required to be on-call for an average of five (5) days each week, dependent on area needs. On-call duties mean employees must be fit, sober and able to respond to phone calls and requests for support from direct carer on shift. Care managers are not generally required to do a shift when oncall, although this may happen in an emergency.

**Work environment:** Office environment for non-contact hours, including meetings, training and general supervision.

IPad provided for work purposes