

## POSITION DESCRIPTION

|                                |   |
|--------------------------------|---|
| <b>Position Title:</b>         | Case Manager, Transition Care Program, Eastern Health   |
| <b>Award Classification:</b>   | Allied Health Gr 2, Nursing Gr 4A   |
| <b>Current Effective Date:</b> | January 2025  |
| <b>Next Review Date:</b>       | January 2026  |
| <b>Award / Agreement Name:</b> | Allied Health Professional (Victorian Public Health Sector) Single Interested Enterprise Agreement 2021-2026, Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 |
| <b>Position Reports to:</b>    | Transition Care Program Operations Manager  |

## EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



## **1. Position Purpose**

The Case Manager position is integral to the management of patients in Eastern Health's Transition Care Program that is operated for residential clients at three sites within the Eastern Health catchment - and via a community-based service for clients, in their own homes.

The Case Manager works with patients and their families/carers and the other members of the Program's multidisciplinary team to assist with patient transition back into the community or to a residential care facility of their choice. They facilitate collaboration between various team based multidisciplinary groups and in the coordination in the provision of services. The Case Manager assists patients and their family/carers with adjusting to changes in health status and facilitates effective timely discharge of patients from the Program.

This position is responsible for developing and maintaining a close liaison with acute/subacute hospital personnel, the multidisciplinary Transition Care Program team members, local aged care residential facilities and other external service providers.

## **2. Major Duties and/or Responsibilities**

- 2.1** Provide a comprehensive case management service to patients in the Program.
- 2.2** Undertake comprehensive psycho-social assessments of the client in conjunction with family/carer to identify psycho-social issues, pre-morbid functioning and coping patterns relevant to the client's long term care options.
- 2.3** Maintain an up-to-date record of case management including assessment, action plan and summary of outcome in the patient's medical record to ensure good communication with other health professionals.
- 2.4** Apply appropriate intervention strategies such as individual and family counselling, referral to alternative treatment/care facilities, linkage to community service providers, information, practical assistance, education and support to ensure an effective discharge from the Program.
- 2.5** Act as advocate on the patient/family's behalf, ensuring that patients and their families are involved in the development of care plans whenever possible.
- 2.6** Work with the patient, family, multidisciplinary team, relevant community service providers and residential care facilities to develop and implement appropriate care and discharge plans and provide short-term follow-up post discharge from the Program as required.
- 2.7** Facilitate effective client care by providing timely information and referral to appropriate statutory bodies, community welfare service providers, financial support services, home support services, and accommodation agencies.
- 2.8** Assist clients with securing income maintenance and other forms of financial aid.
- 2.9** Advise patients and families of Eastern Residential Care Placement Policy requirements and the implications thereof.
- 2.10** Participate in the multidisciplinary case conference meetings, family meetings, case presentations and staff meetings.

- 2.11** Supervise and provide professional consultation to less experienced staff/students as appropriate.
- 2.12** Develop and maintain a working knowledge of, and links with, agencies and services within the community to facilitate utilisation by Program patients.
- 2.13** Complete statistical data requirements for purposes of clinical costing, accountability and research.  
  
Maintain professional standards through ongoing professional development and consultation.
- 2.14** Case managers may be required to cover in the TCP Intake and Access role, on a rotational basis, at times of planned and unplanned leave.

### **3. SAFE PRACTICE AND ENVIRONMENT**

#### **Occupational Health and Safety**

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

#### **4. Organisational Knowledge / Development**

Possesses a clear understanding of the social/political/economic factors affecting healthcare and apply this knowledge to activities and projects which deliver improved services and health outcomes.

##### **Indicators:**

- Demonstrates a clear understanding of the public health system and the role / responsibility of Eastern Health within this system.
- Demonstrates a clear understanding of relevant Eastern Health Improvement and Innovation Plans.
- Documents in the client's medical history consistent with relevant Eastern Health procedures and departmental requirements.
- Actively participates in the Eastern Health Achieve Conversation process.
- Attends and participates in the Eastern Health orientation program.
- Complies with all relevant policies in place for staff within Eastern Health sites and associated contracted services.

#### **5. Professional Development and Supervision**

Displays a commitment to and responsibility for individual professional development.

##### **Indicators:**

- Supports a culture of learning within the Transition Care Program.

- Acts as program representative in community liaison activities as requested.
- Participates in induction programs for new program staff and students as required.
- Participates in student supervision and assessment as required.
- Accepts responsibility for all projects and actions.
- Demonstrates punctuality and timeliness.
- Ensures effective use of time and physical resources.
- Demonstrates leadership behaviour within the Transition Care Program.
- Demonstrates a high level of clinical expertise, incorporating best practice principles into clinical service delivery whilst maintaining professional competency standards and ethics.

## **6. Teaching & Research**

Involvement in teaching, training, and research programs.

### **Indicators**

- Displays knowledge of research, new developments, and evidence-based practice in discipline specific, and related clinical areas.
- Participates in the development and evaluation of evidence-based program and departmental education material and resources.
- Evaluates service provision and explores opportunities to improve services based on client feedback, data analysis and available evidence, demonstrating commitment to the National Safety and Quality Health Service Standards.
- Contributes to the promotion of excellence and continuous improvement in all work undertaken.
- Contributes to the development of Transition Care Program procedures and protocols.
- Ensures quality projects and administrative functions including statistical collection, activity monitoring and reporting are completed in an accurate and timely manner.
- Actively participates in across-site service development projects (e.g. quality projects, cross campus education and training) as requested by program and professional managers.

## **7. Quality**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards, and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and client harm. In addition, you will ensure that service and care is consistent with the EH approach to client and family centred care.

## **6. Confidentiality**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## **7. Equal Employment Opportunity**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## 8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Eastern Health Specialty Area information

## 10. NOTE

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

### INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## ATTACHMENT 1

### KEY SELECTION CRITERIA

|                                   |   |
|-----------------------------------|---|
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| <b>Reports to:</b>                | Operations Manager, Transition Care Program, Eastern Health   |
| <b>Campus / Physical Location</b> | Wantirna Health and EH Transition Care Program residential facilities   |

#### Mandatory

1. A recognised tertiary qualification in a health-related discipline.
2. Registration and ongoing registration requirements:
  - a. Nursing/OT/PT - Current registration with AHPRA and ongoing Mandatory registration annually.
  - b. Other Allied Health - Eligibility for practicing membership of relevant professional body - either evidence of current membership or completion of a statutory declaration which specifically affirms they meet each of the current criteria set for membership. Those who obtain their qualification overseas must have the professional body formally confirm their eligibility for practising membership.
3. Knowledge of relevant aged care community and residential care resources.
4. Extensive experience in service provision to elderly people with complex needs to ensure effective treatment and discharge planning.
5. Effective interpersonal, organisational, problem solving and decision-making skills.
6. A commitment to working within a multidisciplinary team.
7. Competence with Microsoft Word and Excel computer programs.
8. An understanding of the Australian Government Department of Health and Ageing Transition Care Programme Guidelines 2022, available at [www.health.gov.au](http://www.health.gov.au)
9. An understanding of the interface between the acute/subacute and aged care sectors.
10. Requires an NDIS Worker Screening Check approval
11. A current Victorian Driver's Licence.

#### Desirable

Knowledge and experience in dementia and other ageing associated disorders.

## ATTACHMENT 2

### Eastern Health/Department Information

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### EASTERN HEALTH

Eastern Health provides a broad range of acute, subacute, aged and mental health services to approximately 1 million people in the eastern suburbs of Melbourne. Eastern Health has an annual budget of \$300m and is affiliated as a teaching health service with Deakin, Latrobe and Monash Universities. Eastern Health comprises Angliss Hospital, Box Hill Hospital, Maroondah Hospital, Peter James Centre, Wantirna Health and Yarra Ranges Community Health Service.

### TRANSITION CARE PROGRAM

Department/ Specialty Area: Transition Care Program

Campus/Physical Location: Any Eastern Health TCP site as required

Transition care provides short-term care that seeks to optimise the functioning and independence of older people after a hospital stay. Transition care is goal-oriented, time-limited and therapy-focused. It provides older people with a package of services that includes low intensity therapy such as physiotherapy and occupational therapy, as well as case management, nursing support or personal care to maintain and improve physical and/or cognitive functioning. The program seeks to enable older people to return home after a hospital stay rather than prematurely enter residential aged care.

Transition care facilitates a continuum of care for older people who have completed their hospital episode, including acute and subacute care (e.g. rehabilitation, geriatric evaluation and management), and who may benefit from restorative care and more time and support to make a decision on their long term aged care options if needed. Transition care consists of both residential and home based beds.