



# Position Description

Position Identification			
Position Title:	Team Leader Care Management		
Direct Reports	8-10	Indirect Reports:	External contractors
HRIS Position Number:	2222	Effective Date:	May 2022
Location:	Merri Central		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <small>*For HR use only</small>	Merri Health Enterprise Agreement 2021 <ul style="list-style-type: none"> <li><b>SACSE Level 6</b></li> </ul>		
Organisational Context			
Divisional:	Aged and Primary Care		
Program:	Home Care and Social Connections	Unit: Care Management	
Organisational Chart	<pre> graph TD     A[Manager Home Care and Social Connection] --&gt; B[Team Leader Care Management]     B --&gt; C[Senior Care Advisor/Intake]     B --&gt; D[Care Advisors]           </pre>		
Position Summary			
<p>The Team Leader Care Management is responsible for clinical oversight of the Home Care Packages Service. The role is pivotal in driving high quality and safe clinical care, providing clinical leadership, and supporting change management and continuous improvement in line with ongoing aged care reforms. This role is required to work effectively and efficiently with the Team Leader Service Operations to ensure a holistic approach to the provision of services and care to Merri's Home Care Package clients and stakeholders.</p>			
Position Accountabilities			
Responsibilities	<ul style="list-style-type: none"> <li>Ensure coordinated and effective leadership of Merri's Home Care Package Program in conjunction with the Team Leader Service Operations.</li> <li>Facilitate team commitment to Merri Health values and philosophy and work to enhance the Merri culture of working collaboratively to achieve organisational objectives.</li> </ul> <p><b>Consumer care</b></p> <ul style="list-style-type: none"> <li>Lead Merri's case management model of care and ensure we have the appropriate indicators and measures in place to monitor client outcomes and service effectiveness &amp; efficiency.</li> </ul>		



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	<ul style="list-style-type: none"><li>• Ensure coordinated and integrated shared care arrangements are in place for case managed consumers.</li><li>• Ensure Services are delivered under the principles of Consumer Directed Care and appropriately developed Care Plans that support assessed client goals, diverse needs, wellness and reablement principles within allocated package budgets.</li></ul> <p><b>Clinical care</b></p> <ul style="list-style-type: none"><li>• Ensure all clinical care and services are provided in line with Merri's Merri's Better Care and Services Framework.</li><li>• Ensure the delivery of high quality care to consumers within the program ensuring that client packages are managed effectively and in line with individual goals.</li></ul> <p><b>Financial</b></p> <ul style="list-style-type: none"><li>• Support the Team Leader of Service Operations in making Services Australia Claims for the Home Care Package program</li><li>• Monitor package expenditure to ensure that it is within budget and Home Care Package guidelines.</li><li>• Monitor and follow up client contributions and arrears.</li><li>• Authorising/approving invoices within delegated authority limits ensuring purchases and services are in line with Home Care Package guidelines and individual client budget limits.</li></ul> <p><b>After Hours Service</b></p> <ul style="list-style-type: none"><li>• Share responsibility as the After Hours Service contact with the Team Leader Service Operations and other Senior team members.</li><li>• Communicate relevant client information to the Care Advisor's from reports provided by the After Hours Service.</li><li>• Keep the After Hours Service up to date with client related information - weekly upload and operating hours over Public Holidays etc.</li></ul> <p><b>File Reviews</b></p> <ul style="list-style-type: none"><li>• Share responsibility for the regular File Reviews within the Home Care Package Team with the Team Leader Service Operations.</li></ul> <p><b>Quality Reviews</b></p> <ul style="list-style-type: none"><li>• Conduct Quality Reviews with the Team Leader Service Operations.</li></ul> <p><b>Brokerage</b></p> <ul style="list-style-type: none"><li>• Contribute to the effective utilisation and performance management of third party approved service providers.</li><li>• Actively promote effective relationships with brokerage service providers and ensure compliance within Home Care Standards, best practice and funding and service agreements.</li><li>• Facilitate compliance meetings (allied health and direct care services).</li></ul> <p><b>People Management</b></p> <ul style="list-style-type: none"><li>• Provide clinical and operational supervision of Merri's Care Advisor's and any associated clinical staff providing services and care to Merri Home Care Package consumers.</li></ul>
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	<ul style="list-style-type: none"><li>• Provide people management functions through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations.</li><li>• Inspire and empower decision making and problem solving within the Home Care Package team</li><li>• Support staff in the efficient and effective implementation of the Commonwealth Home Care Packages Program and Merri Health's Strategic Plan.</li><li>• Ensure staff have the appropriate capability to undertake the work required and promote continuous professional development and learning.</li></ul> <p><b>Intake</b></p> <ul style="list-style-type: none"><li>• Oversee Intake function within the Home Care Package team including consumer experience and satisfaction.</li></ul> <p><b>Systems Policies and procedures</b></p> <ul style="list-style-type: none"><li>• Develop appropriate systems, relevant policies, processes and practices to support compliance with all funding and service agreements.</li></ul> <p><b>Service development and sustainable growth</b></p> <ul style="list-style-type: none"><li>• Contribute to the development and delivery of a marketing plan to drive growth in Home Care Packages.</li><li>• Provide ongoing evaluation of services to ensure cost effectiveness (benchmarking).</li><li>• Identify and implement service improvements to meet high quality and safe care and in turn increase market competitiveness.</li><li>• Build and maintain positive relationships with key stakeholders including relevant government agencies and services providers e.g., gps, hospitals, My Aged Care.</li><li>• Identify gaps in services and develop appropriate risk mitigation strategies.</li><li>• Participate in the development and submission of tenders.</li><li>• Provide program advice on Aged Care Reform impacts on current service delivery and identify possible solutions to mitigate risk.</li></ul> <p><b>Compliance, Quality and Clinical Governance</b></p> <ul style="list-style-type: none"><li>• Develop appropriate systems, relevant policies, processes and practices to support compliance within all funding and service agreements</li><li>• Monitor quality and support compliance within the relevant Quality Framework.</li><li>• Develop clinical and operational indicators to support monitoring of service quality and safety to maximise consumer care and services.</li><li>• Prepare data, expenditure and program reports as required.</li><li>• Participate in evaluation and ongoing review of Home Care Package Service development.</li><li>• Ensure team members comply with data collection requirements ensuring targets and funding requirements are met, and good external relationships are maintained.</li><li>• Manage compliments, complaints and feedback and identify areas of improvement in line with Merri Health policy.</li><li>• Undertake professional development in accordance with an annual work plan developed in consultation with the manager</li><li>• Be responsible for team outcomes and practice complies with national code for health care workers.</li></ul>
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	<ul style="list-style-type: none"> <li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</li> </ul> <p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.</li> <li>• Undertake any reasonable additional tasks as directed by Merri Health.</li> <li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</li> <li>• Practice complies with professional registration, national code for health care workers and delegated scope of practice.</li> </ul>
<p><b>Safety and Risk</b></p>	<p><b>Occupational Health &amp; Safety (OHS)</b></p> <ul style="list-style-type: none"> <li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks.</li> </ul> <p><b>Physical Inherent requirements (PIR)</b></p> <ul style="list-style-type: none"> <li>• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions</li> <li>• Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes</li> <li>• Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li> <li>• May be required to occasionally lift and carry items weighing up to 10kgs</li> </ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"> <li>• Be proactive in risk identification, notification and management.</li> <li>• Comply with Merri Health’s policies and procedures</li> <li>• Participate in quality improvement activities and engage clients in these activities when relevant.</li> <li>• Ensure program compliance and undertake regular internal program audits</li> </ul> <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<p><b>Capabilities</b></p>	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.</p>
<p><b>Key Selection Criteria</b></p>	
<p><b>Essential</b></p>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Work, Nursing or Allied Health in line with AHPRA accreditation requirements.</li> <li>• Demonstrated experience leading a home care case management team</li> <li>• Demonstrated ability to translate funding guidelines and quality assurance principles into daily practice to support positive service outcomes and business growth.</li> </ul>



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	<ul style="list-style-type: none"><li>• Relevant experience and capacity to provide effective support and supervision to case management staff</li><li>• Effective communication skills both written and verbal and ability to influence desired outcomes.</li><li>• Experience supporting teams through change management processes.</li><li>• Effective negotiation and problem solving skills, and the ability to form and maintain relationships with key stakeholders</li><li>• Excellent Excel, financial software, database management and reporting skills.</li><li>• A well-established understanding of the Home Care Packages Program and Aged Care Reforms.</li><li>• Good working knowledge of the Aged Care Quality Framework and Home Care Standards</li><li>• Experience with budgets and financial records.</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Previous experience working with a Home Care Packages CIMS</li><li>• A second language</li></ul>
<b>Checks, Licences and Registration</b>	<ul style="list-style-type: none"><li>• National Police check</li><li>• Current full or probationary Drivers Licence</li><li>• Immunisation Category C</li><li>• Statutory Declaration</li></ul>