

MULTILINK COMMUNITY SERVICES INC
SENIOR CASE WORKER (HACC)
POSITION DESCRIPTION

Position Title:	Senior Case Worker (HACC)
Service Area:	MultiLink Community Care (MCC) – Aged & Disability Services MultiLink Community Services Inc
Work Location:	38 Blackwood Road, Woodridge
Classification:	Social & Community Services (Queensland) Award-2001
Salary Level:	SACS Level 5.1
Hours:	38 hours per week
Date of Review:	September 2007

Background to MultiLink Community Services:

MultiLink Community Services Inc is an Incorporated Association managed by a voluntary Management Committee, a Chief Executive Officer and Service Managers/Coordinators responsible for providing accessible services and activities for a range of migrants and refugees and their families within the local government authorities of Logan, Gold Coast, Brisbane South East and Brisbane South West, Ipswich, Caboolture, Redlands, and Beaudesert Shire's.

MultiLink Community Services Inc. works from an early intervention and prevention approach to influence the successful long-term settlement of migrants and refugees into Australian society. The organisation achieves this by building individual client, family and community capacity to meet their own needs over time and believes that individuals and communities should be involved in deciding how their family and/or community will develop.

MultiLink Community Services Inc has a number of core service areas: Child, Youth and Family Services, Community Engagement, Advocacy & Development Services, Migrant and Refugee Settlement Support Services, MultiLink Community Care - Aged & Disability Services, Multilink Interpreting Services, and Organizational Development Services. Although these service areas are quite diverse, each works collaboratively to achieve the aims, objectives and goals of the organisation.

MultiLink Community Services Inc also offers other services including adult and youth focused English classes, literacy and numeracy classes, homework programs, a multicultural support group, Training & Development Unit, and a range of partnership projects between MultiLink Community Services Inc, agencies and ethnic communities. MultiLink Community Services Inc also operates a fee for service language support and interpreting service, which provides income to support unfunded programs conducted by MultiLink. MultiLink is located in Logan City approximately 25kms south of the Brisbane CBD.

Purpose of the position:

The purpose of the position is to provide quality case managed aged care services to older frail people and their carers from diverse cultural, linguistic and faith backgrounds, ensuring that their needs, abilities and choices are met. The position provides direct services to clients through individual assessment, casework, referral and follow-up, task supervision of personal care assistants, networking and effective collaboration with the wider community and aged care sector.

As Senior Case Worker, the position also convenes formal case coordination meetings with other MCC case workers and related staff, ensures that care plan allocations are commensurate with funding body policy and guidelines, and supervises the day-to-day tasks of the other HACC case workers in relation to case servicing.

The position is complex in terms of staffing, language, culture, gender and religion and requires a person who is culturally sensitive and who has highly effective case management, coordination and organisational skills, and sound knowledge of culturally diverse aged care issues and responses.

Organisational relationships of the Senior Case Worker (HACC) (MCC – Aged & Disability Services):

- (a) Accountable to: The Manager, Multilink Community Care (MCC) – Aged & Disability Services
- (b) Extent of Authority: Under the general direction of the Manager, the incumbent will provide client case managed services and support, which ensures achievement of the organisation's and funding body's goals and objectives.
- (c) External Contacts: Members of the public, community organisations, relevant State and Commonwealth departments, as well as Local Government and other stakeholders as appropriate.
- (d) Internal Contacts: With the Manager MCC, Chief Executive Officer, Management Committee, other employees and volunteers of MultiLink.

(a) Ethics

The Senior Case Worker will -

- Abide by the philosophy of MultiLink Community Services Inc;
- Observe all the rules of MultiLink including those specified in the constitution and any others determined by the Management Committee;
- Represent MultiLink in a positive way;
- Not discuss confidential issues;
- Not take illegal drugs or consume alcohol when on duty or on the premises;
- Not accept valuable gifts or services from service consumers without permission from their immediate supervisor. All gifts should be reported to your immediate supervisor;

- Not have sexual relationships with service consumers or take clients to their homes;
- Follow any grievance procedure set down by the Management Committee to resolve any conflicts with other staff or members of Centre;
- Not harass in any form clients, other staff or members of Centre;
- Not abuse, physically or verbally, clients, other staff or members of the Centre;
- Respect client choice by providing options to clients rather than advice;
- Work towards uniting and reconciling families and communities where appropriate:
- Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of your ability;
- Respect cultural and religious differences and act within an early intervention & prevention framework; and
- Actively practice and promote workplace, health and safety procedures.

(b) Occupational Health & Safety

Contribute to the effectiveness of the organisation's Health & Safety Program by:

- Complying with all statutes, regulations and prescribed procedures.
- Following safe work practices, instructions and rules to prevent accidents to self and others; and
- Maintaining own work area and program location in a clean and tidy state.

(c) Key Performance Indicators

- Regular of case coordination meetings convened.
- Number of case managed clients supported.
- Number of intake assessments conducted and case plans developed.
- Timely and accurate recording and processing of client case notes and data entry.
- Level of adherence to the relevant policies and guidelines in the case management of clients.
- Number of Personal Care Assistants collaboratively recruited, inducted, and provided with task supervision.
- Number of complaints handled, processes used, and outcomes documented.
- Timely and accurate data entry and records management.
- Level of satisfaction of clients receiving services through the MCC program.
- Level of positive collaborative involvement in MCC Team meetings and Case Coordination meetings.
- Number of key forums and networks attended and outcomes achieved.
- Number of outside organizations requesting and receiving advice, assistance and resources to effectively meet the needs of culturally and linguistically diverse clients.
- Number of relationship building activities conducted with diverse ethnic communities and community groups.
- Number of applications for funding submitted and number successful.
- Demonstrated positive collaborative and cooperative team approach in delivering services to aged and disability clients.
- Adherence to confidentiality policy adherence to workplace health and safety and anti-discrimination policies and practices.

(d) Duties and Responsibilities

Senior Case Worker (HACC)

- Convene client case coordination meetings, ensuring intake, assessment, care planning & implementation, case notes and documentation, monitoring, review, and discharge processes are conducted by case workers in a timely, coordinated and efficient manner.
- In dialogue with the MCC manager continually enhance client case management systems.
- Ensure that care plan allocations to clients are commensurate with funding body policy, guidelines, and MCC targets.
- Conduct task supervision of other HACC case workers.

Client Services

- Provide individual case managed support to older frail people and their carers from diverse cultural, linguistic and faith backgrounds.
- Receive and assess client intake referrals from a variety of aged care service providers, communities and others, and make recommendations regarding levels of support or referral.
- When required, deliver intake-counseling services and conduct crisis intervention for clients with particular needs.
- Conduct home assessments and follow-up on actions required.
- Develop Care plans and make recommendations (to Case Co-ordination meetings), regarding levels and type of client support and workers required.
- Ensure client case notes and other case information is continually completed and entered into TRACCS (database).
- Follow-up on new and emerging client issues received from a variety of sources.
- Conduct task supervision of Personal Care Assistants (PCA) as required.
- Collaborate in the recruitment and induction of Personal Care Assistants.
- Receive and attend to client and PCA complaints and issues in the first instance.
- Continually update, and follow-up, a variety of service registers, including – referral in, external referral, falls register, and brokerage register.
- Arrange brokerage agreements for specific clients with external organisations brokering support.
- Collaboratively input into PCA Training and ongoing professional development.
- Collaboratively support annual client satisfaction feedback mechanisms.

Sector Collaboration & Cooperation

- Advocate for the needs of older people and their carers, and the promotion of the MCC Aged & Disability Services Program, its aims and objectives.
- Collaboratively participate in, develop and maintain continuing MCC Aged & Disability Services programs.
- Collaboratively and co-operatively network with other local and broader community organizations, community groups, and service providers.
- Provide advice, assistance, and where required resources, to a range of relevant aged care and other service providers, to ensure the effective access and engagement of older frail people and their carers from diverse cultural, linguistic and faith backgrounds in the support services offered for them.
- Develop, foster and maintain a working relationship with community groups.

- Network and liaise with local community and government services to establish and access referral avenues to various services for identified clients.

Service Development

- Assist the MCC Manager to develop and maintain resource information for use by the Service, older people, and their carers.
- Attend regular MCC team and Case Coordination meetings.
- Attend regular supervision with the MCC Manager.
- Attend regular formal meetings with the MCC Manager to report on progress of programs and provide statistics about number and ethnicity of clients, needs identified, actions initiated, and client outcomes.
- Develop, in conjunction with the MCC Manager, an annual workplan for the position.
- Assist in the development of funding submissions as required.
- Participate in funded program, QLD Health, Commonwealth Health and Aging, and other Departmental and community forums as required.
- Perform other duties as specifically assigned by the MCC Manager within the scope of available time and individual ability.

Service Accountability

- Ensure the program operates within the policy and/or legislative guidelines and constraints prescribed by specific funding bodies, Government, and MultiLink Community Services.
- Provide monthly reports to the MCC Manager for inclusion in the monthly MCC report to the Management Committee.
- Write progress reports and correspondence as required.
- Maintain statistics, relevant information, databases and other records as required.
- Effectively implement the organization's policies, decisions and workloads in relation to matters relevant to the position.
- Maintain positive working relationships with MultiLink Community Services staff and other MCC Aged & Disability Services program staff.

Organisational Accountability

- Comply with the organization's general policies, objectives, including those relating to personnel and community relations.
- Provide support to the MCC Manager in promoting and maintaining the reputation and image of the organisation as an efficient and courteous organisation by conducting all transactions and inquiries in an ethical, friendly, efficient, dignified and professional manner.
- Work with clients, casual and other staff from diverse cultural, faith, and linguistic backgrounds.
- Consistent attainment of key performance indicators.

SELECTION CRITERIA SENIOR CASE WORKER

1. Qualifications from a recognised TAFE college or University in aged care, health or allied health or similar discipline and/or a minimum of three years experience in provision of community/health care client services.
2. Demonstrated knowledge and understanding of the issues experienced by culturally diverse frail aged and disabled persons and their carers living in the community, and demonstrated knowledge of aged care service provision, especially in relation to HACC funded services.
3. Demonstrated knowledge and experience of case management systems and processes.
4. Demonstrated ability and experience to communicate effectively with people from diverse language, faith and cultural backgrounds.
5. Demonstrated ability to work harmoniously and constructively in a team setting and implement a collaborative community care approach.
6. Have well developed interpersonal and communication skills with the capacity to work effectively within tight time constraints.
7. Experience in the use of technology including operation of PC, database maintenance, report writing, spreadsheets, use of email and the internet.
8. Possession of current Queensland "C" class driver's license is essential.

Please note that applications must address the selection criteria, and be accompanied by a copy of your CV or resume and the name and contact details of at least two referees (one of whom must have directly supervised your work).

All applications must be either posted to:

The Manager
MCC – Aged & Disability Services
MultiLink Community Services
PO Box 146
Woodridge
4114

or delivered to: 38 Blackwood Road, Logan Central.

Applications for the position **will not** be accepted by email or fax unless prior arrangement is made.

Applications that do not address the selection criteria will not be considered.

*MultiLink Community Services Inc is an equal opportunity employer.
People from diverse cultural, linguistic and faith backgrounds are encouraged to apply.*