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## Grow your career in Aged Care Case Manager

Join our Case Management Team in supporting our home care and disability packages.

- Permanent Part Time – 3 days
- Based at Carss Park
- Support clients across Sydney

### About 3Bridges Community

We are a leading independent not for profit community organization. We embrace innovative service approaches and have over 40 years' combined experience in providing services to local people. We offer a large variety of services to support people of all ages and from all backgrounds. We pride ourselves in supporting our community members through a wide variety of services that connects them with other people, helps them to stay healthy in body and mind and provides assistance when it is needed.

### About the Role

We are looking for a Case Manager to work with our team to provide co-ordination and case management services to our home care package and disability packaged clients.

To be successful in your application you will need to demonstrate:

- Strong commitment towards client wellbeing.
- Tertiary qualifications and/or experience working as a case manager in the community sector.
- Experience in working with vulnerable people and Aboriginal and Torres Strait Islander communities
- Understanding of NDIS and experience working with people living with mental health issues
- You have access to a vehicle that is comprehensively insured.
- You are prepared to share the responsibility of providing on call support over the phone.
- An understanding of My Aged Care and the National Disability Insurance Scheme.
- Ability to speak a second language preferably Cantonese.

It would also be advantageous if you could demonstrate:

- The ability to speak a second language – preferably Mandarin.
- Experience in using Health connex database system or similar client management system.
- Experience in communicating the results of a financial report and having conversations to explain the financial management of a package

### Benefits

- Attractive salary with salary sacrifice options
- Flexible work options
- Career development and training.
- Excellent employment conditions.

The successful candidate must undergo a National Police Clearance prior to commencement.

As an EEO employer we welcome applications from people of NESB and ATSI backgrounds.

To obtain an information pack visit <http://3bridges.org.au/about-us/people/careers/>

For further details please contact **Sue Eckart** on 1300 327 434. Please forward applications to [amalia.betihavas@3bridges.org.au](mailto:amalia.betihavas@3bridges.org.au).

**Applications close:** 20 November 2018



## JOB DESCRIPTION

### Case Manager

#### POSITION DETAILS

<b>Responsible to:</b>	Manager, Home Care Packages
<b>Responsible for:</b>	<p>Manage an allocated client caseload to provide effective and efficient case management, admin support, coordination of services (and on-call service as required) for clients receiving individualised home care packages.</p> <p>Ensure clients understand income testing requirements and to follow up all necessary documentations required to support clients accessing a home care package.</p>
<b>Objective:</b>	To provide holistic case management for individually funded clients, using the person centred consumer directed model to support them in achieving their goals and living independently in their own homes.
<b>Direct reports:</b>	Support Workers
<b>Indirect reports:</b>	Nil
<b>Location:</b>	Multiple sites in South Eastern Sydney with the main office being at Carss Park, NSW (St George Region)
<b>Award:</b>	<u>Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award)</u>
<b>Level:</b>	Level 5
<b>Hours per week:</b>	Part time – 3 Days approx. 22.5 hours

#### PURPOSE OF POSITION

The Case Manager will be responsible of undertaking clients' assessments and developing, implementing and evaluating clients support plans as well as ensuring that service is consumer directed, and responsive to the needs of clients.

#### SELECTION CRITERIA

##### Mandatory qualifications

- Valid Working with Children Check.
- Criminal history clearance.
- Current drivers' license.

##### Essential experience or skills

- Tertiary qualifications in Health, Business, Community or similar
- Demonstrated understanding of the needs of older people, people with mental health issues and their Carers.
- Demonstrated experience in case management, including packaged care and/or self funded model, in a similar environment
- Demonstrated ability to create and implement consumer directed services, including those that cater for Aboriginal and Torres Strait Islander clients.



- Well developed communication, interpersonal, computing, client database management and time management skills.
- Demonstrated experience in budgeting and accountability reporting.
- Ability to speak a second language preferably Cantonese.

#### **Desirable criteria**

- Ability to speak a second language - Mandarin
- Willingness to travel, and work flexible hours, to meet the needs of the client/service.
- Experience in developing community networks.
- Demonstrated understanding of Aboriginal and Torres Strait Islander communities

#### **PERSONAL ATTRIBUTES**

- Attention to detail
- Sound time management skills
- Ability to work in a team
- Ability to work autonomously
- Well-developed analytical, verbal and written communication skills

#### **KEY RESPONSIBILITIES**

##### **Key Responsibilities**

- Develop, plan and implement individual packages that comply with funding requirements including fee for service structure.
- Provide ongoing comprehensive case management for individual package clients and where possible, encourage Carers and families to participate in the planning process.
- Develop person-centred plans and goals with the client, taking into consideration client's preference for how, where, when and how often services will be delivered
- Review and re-assess goals on yearly basis or as needs change.
- Evaluate individual goals and service outcomes.
- Manage and ensure services are operating within approved individual budget with regular financial reporting.
- Identify skilled workforce needs to support clients achieving goals and ensure that quality service delivery is implemented in a timely manner
- Provide culturally appropriate services.
- Ensure client contacts and client records on client management system are up to date and accurate.
- Network and partner with other providers regularly

##### **Administration**

- Assess record and monitor clients' changing needs onto the client database.
- Maintain and record accurate records of kilometres travelled and case management time in a timely manner
- Refer clients to other services where appropriate.
- Keep an updated list of service providers



- Ensure internal and external support workers including volunteers comply with individual client plans.
- Ensure that brokered agencies or Community Support Workers are provided with up to date and accurate rosters.
- Assist in answering telephones.
- Operating in accordance with the Quality Management System policy, procedures and manual.

**Strategic Development**

- Participate in the development and implementation of the 3Bridges Community strategic plan through team planning.
- Participate in relevant meetings/forms to raise and address issues.
- Network and liaise with relevant services regularly to maintain good working relationships.

**Professional Development**

- Undertake regular professional development to enhance skills and knowledge.
- Participate in regular support and supervision sessions with the Programs Manager.
- Participate in an annual performance appraisal and regular catch ups
- Keep up to date with issues and strategies relating to sector changes and requirements.

**Human Resource Management**

- Be flexible in your approach to work hours to provide relief while other staff are on leave.
- Ensure documentation is maintained.
- Attend staff and team meetings.
- Participate in regular WHS training to maintain up to date knowledge on effective work, health and safety practices.
- Other relevant duties as directed by the Manager.

**Policies and Procedures**

- Assist with the development of Policies and Procedures for this position.
- Work under organisational Policies and Procedures, Code of Conduct and Delegations of Authority.

**ORGANISATIONAL RESPONSIBILITIES**

- Contribute suggestions to policy development.
- Adhere to the administrative process of the organisation.
- Adhere and respect the values, policies and procedures of the organisation.
- Operate within the Delegation & Decision-Making Matrix.
- Operate within the Quality Management System, Procedures and Manual (ISO9001:2015).
- Perform your duties in line with the expected team member conduct to be welcoming, caring, warm, helpful and friendly.

**ORGANISATIONAL VALUES**

The following corporate values and behaviours underpin the working environment at 3Bridges Community and assist us in delivering our vision:

Values	Behaviours
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Values	Behaviours
<b>VIBRANT</b> by being energetic and engaging.	<ul style="list-style-type: none"> <li>• Seeking opportunities to do better.</li> <li>• Building inclusive relationships.</li> <li>• Learning and growing with our community.</li> </ul>
<b>OPENNESS</b> by being welcoming, honest and transparent.	<ul style="list-style-type: none"> <li>• Open in sharing knowledge and information.</li> <li>• Open to new ideas and ways of working.</li> <li>• Integrity in all we do.</li> </ul>
<b>INNOVATION</b> in driving new ideas, opportunities to build a better community.	<ul style="list-style-type: none"> <li>• Advocating for the community.</li> <li>• Leading change.</li> <li>• Continually improving</li> </ul>
<b>COLLABORATION</b> by embracing new ideas, teamwork and partnerships.	<ul style="list-style-type: none"> <li>• Working as a team.</li> <li>• Delivering valued services for our community.</li> <li>• Respecting differences.</li> </ul>
<b>EXCELLENCE</b> through being recognised as leaders in the community.	<ul style="list-style-type: none"> <li>• Striving to be the best we can.</li> <li>• Quality is a part of everything we do.</li> <li>• Professional performance.</li> </ul>

### BACKGROUND CHECKS

- Working With Children Check – No
- Police Criminal History Check – Yes

### ORGANISATIONAL STANDARDS AND EXPECTATIONS

- Code of Behaviour and Conduct
- Privacy and Confidentiality Agreement
- Organisational policies and procedures
- Decision making and delegation matrix
- Quality management System, Procedures and Manual.
- Aspire to and support the organisational values and vision.

### RELATED DOCUMENTS

- Contract of employment.
- Key performance indicators.

**Approved:** Amal Madani – 5/3/2018



## About 3Bridges Community

We are a new community organisation drawing upon 40 years experience in supporting the communities of South Eastern Sydney. We aim to increase opportunities for people to work, care and grow in our community. We exist to:

- serve as a focal point for the provision of services targeting the most disadvantaged people in the community to relieve suffering, distress, misfortune, destitution or helplessness;
- assist and support families and individuals in our community to manage the challenges in their lives through the provision of services including case management, crisis intervention, counselling, childcare and a broad range of ongoing support services;
- stimulate community development.

Our scope of operations include:

- Early intervention and prevention programs for young isolated mothers and youth aged 12 to 18 and their families.
- Before and After School and Vacation Care services for school aged children located at 4 sites within schools and a community centre.
- Training services to increase capacity in the sector and community.
- Pathways to employment and social enterprises such as our home building service which helps people stay at home through home modifications.
- Social cohesion programs aimed to reduce isolation and enhance the quality of life for young adults with a disability and volunteer options
- Positive and Healthy Ageing centres, respite care, carers support, home care for the elderly and people with a disability.

We are a not for profit organisation. Our team consists of 140 staff and almost 300 volunteers. Our organisation is supported through \$5.9m in funding from a range of local, state and commonwealth programs as well as, the generous support of our many supporters. We received total income of over \$14m per year.

### **Our Vision**

People living in connected and enriched communities.

### **Our aspiration**

To be an innovative leader and trusted partner working with community, business and government to deliver sustainable services that enhance community capacity.

### **Our purpose**

To give the community VOICE by:

1. Enriching lives (community relationships & purpose).
2. Making connections (no one needs to be alone).
3. Walking alongside (life changes and transitions).

Our front line service delivery will be within this region with our community services focusing on:

- Aged and Frail
- Family and Carers
- Children and Youth

3Bridges Community is a registered charity with the Australian Charities and Not-for-Profit Commission  
ABN 96039601269



## Our focus



### Why more people would like to work with us

As an employer, we offer a wide range of flexible and "family friendly" working arrangements, aimed at creating an inclusive working environment in which all employees are able to achieve a healthy work/life balance. We also offer a competitive salary packaging program aimed at increasing the take home pay for permanent employees.

### What our employees say about us

Our most recent confidential staff culture survey found:

- 84% of our employees are looking forward to continuing to work with us
- 85% believe the quality of our work is high
- 85% agree our working conditions are flexible
- 96% believe there is an open acceptance of cultural difference
- 81% like working with us

### Salary packaging

#### *General packaging*

3Bridges Community utilises its fringe benefit tax exempt status to provide remuneration packaging for eligible team members (permanent or fixed term employees). The premise of Salary Packaging is simple: reduce an employee's annual tax liabilities so that their disposable income is increased. This includes up to the maximum limit allowable under current fringe benefits tax legislation (currently set at \$30,000 grossed up) may be packaged as fringe (non-cash) benefits.

#### *Dining out expenses*

In addition, staff can access a Meal Entertainment Card which allows employees to set aside money from each pay to put exclusively towards dining out. This money is transferred to your card before it's subjected to income tax, so it effectively grants you tax free dining. Best of all, this benefit is available over and above the \$16,050 Salary Packaging threshold for 3Bridges Community permanent or fixed term employees. You can use your Meal Entertainment Card to pay at any restaurant, café, hotel, take away outlet with a dine-in facility or for meals provided by a caterer (such as wedding receptions or parties) where Visa is accepted.

#### *Venue hire*

3Bridges Community employees are also able to salary package accommodation and venue hire expenses in addition to general salary packaging. Employees can salary package the cost of holiday accommodation. It can be anything from an





overnight stay to **accommodation** during a three month European holiday that you can package Tax Free without affecting what you normally Salary Package.

It doesn't matter whether you stay in a caravan, cabin, motel, bed & breakfast or hotel. More details can be found at [racvsalarysolutions.com.au](http://racvsalarysolutions.com.au).

## **Family Friendly Policies**

### *Achieving Balance through Flexible Working Arrangements.*

3Bridges Community is committed to providing fair and flexible conditions to staff, understanding that we all need to balance a range of activities and roles in our lives. We offer family friendly policies for individuals that need increased flexibility, through leave and working conditions. These provide a basis for discussion and negotiation when family situations need more flexible work arrangements such as fractional and part-time employment, rostered days office, time in lieu and more.

The following policies and procedures recognise that the provision of flexible work options is linked to enhanced organisational capabilities.

### Rostered Days Off (RDO)

As part of *3Bridges Community's* flexible approach to working conditions permanent full time employees have access to rostered days off. Full-time 38 hour a week permanent workers are offered the opportunity to work an eight hour day in order to accumulate one rostered day off per four week cycle.

### Time in lieu

By mutual agreement, an employee may be compensated by way of time off instead of payment of overtime (time for time) within three (3) months of it being accrued. This allows employees to attend personal commitments during traditional working hours.

### Study Leave

Ongoing education of employees is valued by *3Bridges Community* to support continuous improvement of service provision and career development. Employees can access up to 5 days per annum for approved training and development programs.

### Maternity & parental leave

Our maternity leave provisions allow our employees to access parental leave when a child is born or adopted. Parental leave entitlements include maternity leave, paternity and partner leave, adoption leave, special maternity leave, a safe job and no safe job leave and a right to return to old job.

### Variation to traditional office hours

Variation to traditional working hours will depend on the nature of the role and service commitments. An employee may be able to vary start and finish times by negotiating flexible working hours with their Manager.

### Working from home

Our Working From Home Policy and procedures provides for casual / adhoc working from home arrangements where work traditionally performed in the work place may be carried out at home.

### Part time options

A large percentage of our work force are employed on part time basis. This allows employees to manage their caring or parenting obligations more effectively.

### Child Care

3Bridges Community operate both before and after school care as well as, vacation care across 7 sites in the St George and Inner West Region. Staff are able to access these services and bookings (subject to availability) can be made on a full-time or part-time basis.

### Employees with disabilities and carer's responsibilities

*3Bridges Community* is a strong advocate for and supporter of job applicants or employees who have a disability, an illness or responsibility for the care of a family member. We assist employees to fulfil their carer's responsibilities by making reasonable adjustments to





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their working arrangements.

#### Leave Purchase Scheme

Full time employees are able to participate in a purchase leave program to achieve a work / life balance. Employees may apply purchase either 10 days (2 weeks) or 20 days (4 weeks) additional annual leave in a 12 month period.

#### NAIDOC Week

All Aboriginal or Torres Strait Islander employees are entitled to one day off during NAIDOC Week to celebrate.

