

# WE ARE HIRING!

## JOIN THE TEAM



### Care Manager, Home Care Services

Are you an organised person, Croatian speaking, who can provide high quality care management services through the delivery of Home Care Packages (Levels 1 – 4) in Melbourne?

#### About the role

The primary focus of this role is to provide culturally appropriate care management and services to Home Care Package consumers through a care management approach underpinned by holistic assessment of clients' needs. The role involves assessment of consumers living in their own home to determine the level of care management support and services required under a Consumer Directed Care packages. The Care Manager is responsible to identify, assess clients, plan, implement, monitor and review client budget, services and needs with the aim of supporting them to remain living in the community setting following the principle of CDC.

This is a one year contract, full time position. The position will be remunerated at the SCHCADS Award, Schedule B, Level 5 (Pay point determined on experience). Salary packaging benefits.

#### Duties and responsibilities

- Assessment of consumer needs and support in regards to Consumer Directed Care packages guidelines
- Determine consumer strengths and needs and assess eligibility for services within the provisions of the relevant legislation, policy directions and program guidelines
- Identify and review consumer care plan goals , organize and manage packages of support to enable them to safely remain at home and in the community
- Liaise with internal and external providers and make referrals to appropriate services to meet consumer goals within service levels
- Provide direct Care Management services that include home visits and telephonic communication with consumers, family and service providers
- Effectively manage consumers budgets
- Work in a team-based environment, supporting colleagues when and where required
- Adhere to other administration duties, as requested
- Adhere to ACCS policies, procedures and quality standards

#### What we are looking for

- Tertiary qualifications relevant to Social Work, Nursing, Care Management or a similar discipline
- Skills and experience in providing assessment and Care management to high need and complex consumers
- Ability to liaise and consult with medical, allied health and other community professionals at all levels
- Ability to develop positive relationships with consumers, service providers and the community
- Ability to work with and assist other staff to effectively support consumers according to their individual needs and personal preferences
- Knowledge of the aged care sector, resources and the medical issues facing the aged
- Knowledge and understanding of the principles of a CDC package
- A demonstrated knowledge of best practice and quality standards in Care management
- Ability to speak Croatian language

If you believe you are the right person for this position, please send your covering letter addressing selection criteria above, and your CV to [visnjap@accs.asn.au](mailto:visnjap@accs.asn.au) by **25 November 2021**. For more information please contact Visnja Prpic, (Manager, Quality, People Culture), Australian Croatian Community Services, on 0499 808 352. Visit our website [www.accs.asn.au](http://www.accs.asn.au)

## “Australian Croatian Community Services” - oglašavaju novo radno mjesto

### CARE MANAGER, USLUGE POMOĆI I SKRBI U KUĆI

Jeste li organizirana osoba, koja govori hrvatski jezik i koja može na kvalitetan način voditi brigu o skrbi za korisnike usluga paketa za kućnu njegu (paketi na stupnjevima 1 - 4), u Melbourne-a?

#### O radnom mjestu

Primarni zadatak ove pozicije je osigurati odgovarajuće i kulturološki primjerene usluge skrbi korisnicima usluga paketa kućne skrbi, koristeći holistički pristup. To uključuje procjenu potreba korisnika koji žive u vlastitom domu kako bi se odredila razina potpore i usluga, prema modelu izbora “Consumer Directed Care”. Voditeljica programa skrbi putem paketa (Care Manager) je odgovorna za identifikaciju, procjenu potreba korisnika, planiranje, provođenje, praćenje i pregled proračuna, usluga i potreba klijenata s ciljem da ih podrži u nastojanjima da ostanu živjeti u svojoj kući i u zajednici.

Ovo je pozicija s punim radnim vremenom i ugovorom na godinu dana. Pozicija će biti plaćena prema Pravilniku SCHADS, kategorija B, 5-ta razina (platni stupanj ovisi o iskustvu). Povlastice “salary packaging”.

#### Dužnosti i odgovornosti

- Procjena potreba korisnika i potpora u smislu smjernica modela skrbi “Consumer Directed Care”
- Utvrditi koji su pozitivni čimbenici a isto tako i potrebe korisnika usluga, i ocijeniti prihvatljivost za usluge u skladu s relevantnim zakonima, pravilima i programskim smjernicama
- Prepoznati i razmatrati ciljeve plana skrbi korisnika usluga, organizirati i upravljati paketima kako bi korisnici mogli ostati sigurni u kući i zajednici
- Povezivati se s internim i vanjskim pružateljima usluga i uputiti korisnike na odgovarajuće usluge kako bi se ispunili ciljevi unutar odobrene razine usluge
- Osigurati izravne usluge vođenja programa, a koji uključuju kućne posjete i telefonsku komunikaciju s korisnicima usluga, njihovim obiteljima i drugim pružateljima usluga
- Učinkovito upravljati proračunom korisnika usluga
- Raditi u timskom okruženju u organizaciji, podupirati radne kolege i pomoći tamo gdje je to potrebno
- Ispunjavati ostale administrativne zadatke, ukoliko je potrebno
- Pridržavati se ACCS pravilnika, utvrđenih postupaka i standarda kvalitete

#### Što tražimo

- Kvalifikacije relevantne za socijalni rad, skrb, “Care management” ili slične discipline
- Znanje i iskustvo u pružanju procjene i upravljanja paketima skrbi za korisnike sa složenijim potrebama
- Sposobnost povezivanja i savjetovanja s medicinskim, srodnim zdravstvenim i drugim stručnim osobama u zajednici, na svim razinama
- Sposobnost razvijanja pozitivnih odnosa s korisnicima usluga, pružateljima usluga i zajednicom
- Sposobnost rada s drugim radnim kolegama, kako bi učinkovito pomogli korisnicima u skladu s njihovim individualnim potrebama i sklonostima
- Poznavanje sektora skrbi o starijim osobama, resursa i medicinskih problema s kojima se suočavaju stariji ljudi
- Znanje i razumijevanje načela CDC paketa
- Pokazano znanje o najboljoj praksi i standardima kvalitete u upravljanju paketima kućne skrbi
- Sposobnost komuniciranja na hrvatskom jeziku

Ako vjerujete da ste prava osoba za ovo radno mjesto, molimo Vas pošaljite pismo u kojem ćete odgovoriti na gore navedene kriterije, i vaš životopis na email adresu: [visnjap@accs.asn.au](mailto:visnjap@accs.asn.au), zaključno do **25 studenog 2021.** Za više informacija nazovite voditeljicu za ljudske resurse “Australian Croatian Community Services” Visnju Prpić, na 0499 808 352. Posjetite našu stranicu [www.accs.asn.au](http://www.accs.asn.au).