



Keeping You In Mind

Choice, Control & Flexibility



www.supportivecare.au

Job Description Disability Support Worker

JOB TITLE Case Manager
DATE
REPORTS TO Supportive Care Australia Administration & Management

Primary purpose of the position:

This purpose of this role is to coordinate client services and care through case management as well as provide leadership, support and guidance to care staff ensuring client needs are met and independence is maintained.

Specific accountabilities

- Liaise with all members of the care team and provide coordinated care
- Contribute to the development, implementation, monitoring and review of care plans to meet clients care needs and to promote quality of life
- Promote a consultative and collaborative approach to client care planning and quality managed activities
- Carry out comprehensive and accurate client assessments
- Maintain appropriate records and documentation
- Assist with the orientation of new staff and ongoing professional development of staff
- Fulfil other duties as required by management and other department personnel as requested/required

Performance measure

- Demonstrated high level of interpersonal, verbal and written communications skills
- Demonstrated ability to work collaboratively within a team environment.
- Experience prescribing a range of disability equipment.
- Demonstrated high level of problem-solving skills.
- Demonstrated ability to work independently (as required) and exercise initiative.
- Commitment to providing a client focused service in a timely, consistent, co-ordinated, and flexible manner.
- Demonstrated knowledge of ongoing issues that living with a disability presents at various life stages.
- Flexible, family-friendly culture that will enable you to balance family and work obligations

Person Specification

Education/Qualifications:

Essential

- Certificate or Diploma qualification or equivalent in Care
- Working with Children Check
- Police Check
- NDIS Worker Screening Check
- Valid, full Driver's licence

Desirable

- First Aid Certificate
- CPR Certificate
- Medication training

Skills/Knowledge

Essential

- Professional approach
- Ability to work under pressure
- Organisational and time management skills
- Excellent attention to detail

Desirable

- Excellent driving record
- Analytical thinking
- Initiative
- Tenacity
- Strategic thinking



Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally

Teamwork: willingness to assist and support others as required and get on with team members

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner

Experience in Case Management and/or relevant Case Management Qualifications is preferred, but not essential.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position.