

**POSITION DESCRIPTION – Linkages Case Manager****Part 1 – Expectations for Your Role**

Position	Linkages Case Manager
Service / Program	Primary Care / Allied Health Service / Linkages
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Manager, Allied Health Services
Effective Date	30/07/2025

Role Summary / Purpose

The Linkages Program sits within the Allied Health Services and operates from Each's Ringwood East and Burwood Highway sites. It services customers living in Melbourne's Outer Eastern suburbs. The program offers short term individualised case management and flexible support services for people under 65 (or under 50 for Aboriginal and Torres Strait Islander people) who are not on NDIS.

The Case Manager plays a pivotal role in supporting customers with complex care needs to live independently and safely in their homes and communities. This role involves comprehensive assessment, care planning, coordination of services, and time limited support to ensure customers receive appropriate, timely, and person-centred care including supporting the transitioning of eligible customers to access the NDIS or Aged Care Services as required.

Key Deliverables

- Facilitate and support improved access to services for people who experience barriers due to their diversity needs
- Provide individualised assessment and care planning for customers, consistent with the EACH Consumer Directed Care model
- Provide high quality short term, episodic care management and support to customers and / or their families/carers addressing the needs identified through assessment and care planning
- Actively empower and guide customers with health and social education to improve and manage their health and wellbeing
- Empower and build confidence in the customers and/or their families/carers in relation to access and use of relevant services
- Liaise and work collaboratively with other service providers, and build on knowledge of local communities and service system, to facilitate improved customer access to services and their capacity for self-management
- Organise and coordinate delivery of services and financial management of Linkages brokerage funds
- Facilitate collaboration and positively contribute to innovation and continuous improvement, openly sharing information and knowledge with other team members



Skills

- **Consumer focused:** Demonstrated ability to conduct comprehensive psychosocial assessments to identify the care, support, and service needs of customers.

Skilled in engaging with customers and their families, ensuring that care planning is person-centred, culturally sensitive, and aligned with best practice.

- **Intersectional practice:** Demonstrated ability to apply negotiation, conflict resolution, and creative problem-solving techniques to deliver inclusive and responsive services.

Able to engage with diverse individuals and communities, tailoring approaches to meet varied needs in a respectful and empowering manner.

- **Teamwork:** Demonstrated ability to work effectively both independently and within multidisciplinary teams.

Proven capacity to collaborate across multidisciplinary teams to advocate for and coordinate tailored support services for customers.

- **Achieves results:** Skilled in translating goals into actionable plans and monitoring progress to ensure high-quality, person-centred care

Proven ability to work collaboratively with customers to deliver outcomes that reflect their priorities and preferences.

- **Professionalism:** Demonstrates reliability, integrity, and a commitment to fostering a respectful and supportive environment for colleagues, customers, and stakeholders.

Maintains a high standard of conduct and communication, contributing to a culture of collaboration and continuous improvement.

Experience and Knowledge

Mandatory

- A minimum of 2 years' experience in case management
- Working knowledge of services for younger people with disabilities and complex care needs
- Working knowledge of My Aged Care and services for older people
- Demonstrated ability to work autonomously, with high level organisational skills

Highly Desirable

- Experience working with different funding streams including CHSP, HACC, Home Care Packages and NDIS
- Demonstrated experience in effectively negotiating and managing a brokered budget, including invoicing, receipting and financial processing as required
- Working knowledge of wellbeing and reablement
- Understanding of the policy and funding environment of the aged care and community services sector, with a working knowledge of the current legislation, standards and accreditation
- Experience working with members of the community with low health literacy and those from diverse backgrounds.
- Knowledge of Carelink Plus



Qualification/Registrations/Licences

- Tertiary qualification in Social Work, Community Services, Case Management or equivalent
- Completion of a Criminal History Check and Employee Working With Children Check prior to commencement of employment
- Completion of NDIS Worker Screening Check
- Not be listed on the Aged Care Quality and Safety Commission Banning Order Register
- Relevant Professional Body registration
- Current state-based driver's license

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally and between Each's sites



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.