



POSITION DESCRIPTION – Clinical Case Manager Home Care Packages NSW	
Part 1 – Expectations for Your Role	
Position	Clinical Case Manager Home Care Packages NSW
Service / Program	Older Adults
Industrial Instrument	Nurses - Nurses and Midwives (Victorian Public Health Sector)(Single Interest Employers) Enterprise Agreement 2024-2028
Instrument Classification	CN4
Reports to	Older Adult Program Manager ACT/NSW
Effective Date	March 2025

During your tenure with Each, and whilst employed under this position description, Each will apply all the provisions of the Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 which are more favourable to you than the terms of the Nurses Award 2020.

Key Deliverables

The role of the Clinical Case Manager – Home Care Packages NSW is to provide customers and their support network with services and support that meet individual needs and preferences and assist customers to remain living independently at home. This includes but is not limited to:

- Undertaking initial and ongoing comprehensive assessments, and care planning
- Monitoring of customer health and clinical needs
- Providing guidance in decision making, including liaising with other agencies, health care professionals and specialists.
- Managing and ensuring the delivery of services are within the customer’s plan and budget.
- Coordinating psychosocial, medical, physical, and vulnerabilities supports.
- Working collaboratively with the customer and their support network to monitor and review the care plan, ensuring it remains responsive to changing needs and circumstances
- Ensuring that services put in place are consistent with customers maintaining independence, remaining at home and are aligned with the program’s allowable inclusions.
- Supporting and contributing to clinical governance, quality improvement and compliance
- Supporting non-clinical case managers and home care workers
- Contribute to program evaluation, feedback, and community engagement.
- A commitment to professional development, effective communication, and collaborative working relationships



Skills and Experience

- Experience in the provision of clinical care in the home and community or aged care settings, to older persons and their carer's.
- Experience in a similar role, within Home Care Package delivery is desirable
- Advanced level assessment and clinical care planning
- Ability to evaluate clinical care service provision to ensure care is of a high quality, meets standards and is effective.
- Proficient with information technology – including the use of MS Office and Client Information Systems (Carelink+ experience preferred).
- Highly developed interpersonal skills, with the ability to engage with a wide range of stakeholders
- Ability to use negotiation, conflict resolution and creative problem-solving techniques
- Ability to work independently and as part of a team, with the capacity to identify issues when working autonomously.
- Working knowledge of wellbeing and reablement.
- Experience and commitment to practice with a person centred and inclusive approach to service delivery that aligns with Consumer Directed Care.
- Understanding of the policy and funding environment of the aged care, not for profit and community services sector, with a working knowledge of legislation, standards, and accreditation.
- Demonstrated experience in effectively negotiating and managing a brokered budget, including invoicing, receipting and financial processing as required.
- Ability to market Home Care Packages to a broad audience.

Qualification/Registrations/Licences

- Bachelor of Nursing or equivalent- no conditions
- Certificate or Diploma in Business Management desirable
- Current Australian driver's licence, registered vehicle, minimum third-party insurance
- NDIS screening (as appropriate)
- COVID and Influenza vaccination in line with government mandates and company policy
- Not listed on the Aged Care Quality and Safety Commission Banning Order Register

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 to other Each location's and visit customers in their home or community

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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

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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.