



Position Description Wellbeing Manager

Stage:
Issued

Version:
4.004005

Group:

Position Descriptions

Reports To:

Executive Wellbeing Manager

Employment Status:

Full Time or Part Time, Fixed Term Contract

Grade/Award:

Salaried

Primary Objective:

The key purposes of this community based mobile role is to:

- Work in partnership with clients undertaking holistic evidence-based assessment, goal driven support planning and case management developing wellness based goals and reablement goals to achieve healthy, active, independent and socially connected lives;
- Linking clients to the appropriate supports and services to optimise choice and positive health outcomes; and
- Proactively network with local service providers and key referral agencies to promote Feros Care's services.

The role will also carry out clinical appointments and responsibilities based on the employee's professional discipline.

Key Responsibilities:

Section A - Key Role Specific Responsibilities

Client Assessment and Case Management Services:

- Underpinned by the Wellness framework for optimising health and independence, ensure all assessment activities, related goals and individualised interventions are client driven and developed to maximise independence, autonomy and self-reliance
- Utilise approved validated assessment tools and the National Screening and Assessment Form (NSAF) to ensure comprehensive and goal-orientated assessments and reviews
- Develop service delivery and support plans that respect each client's right to take dignified risks, assist to strengthen family units and connect clients to the communities of their choice
- Ensure supported Referral-on to other health providers and support services as appropriate and eligible to facilitate independent living
- Initiate linking service support for clients identified as having complexities or vulnerabilities that prevent access to mainstream services which could assist them to live in their community with dignity, safety and independence
- Undertake short term case management or care coordination services as required to provide episodic assistance in overcoming barriers and linking clients to appropriate service providers and supports both within and outside of the aged care sector
- Participate in advocacy activities, case conferencing and multidisciplinary service coordination in order to meet vulnerable client's needs with differing complexities and intensity of need
- Undertake scheduled clinical appointments, tasks and responsibilities associated with your professional discipline
- Participate in short-term restorative services and clinical programs within scope of practice and as pertains to professional discipline

Assessment, Case Management, Care Coordination Capability:

- Undertake all duties within existing qualifications, scope of practice, skills, knowledge and experience, identifying areas for personal development and improvement

- Ensure absolute compliance with Feros Care operational guidelines, legislative requirements, quality frameworks, organisational and operational processes and procedures
- Maintain currency of skills and knowledge relevant to managing clients with complex needs and clients with special needs as identified in the Aged Care Act and other legislation
- Actively role model the Feros Care Values in daily interactions, actively embracing change with enthusiasm and positively responding to the dynamic involvement of the organisation
- Participate actively in scheduled internal and external meetings, professional development, consultation forums, and Professional Supervision and Support Meetings
- Ensure completion of daily scheduled workload activities including documentation, travel and administrative duties
- Undertake project work or tasks as required

Documentation:

- Ensure all documentation including client service agreements are completed in accordance with legislative requirements, operational requirements, funding body guidelines and organisation policies and procedures
- Ensure all client assessment and review information is documented on-line in real time
- When internet connection is not available, ensure all client assessment and review information gathered off-line or in paper-based format is entered into the client's on-line record within 24 hours
- Ensure the efficient use of program resources through thorough documentation, time recording, client budgeting and detailed support plans, care notes and related monitoring tools
- Collect and document defined measures necessary to ensure client outcomes are verifiable as required

Business Development and Sustainability:

- Undertake assessment activities as scheduled to ensure assessment activity timeframes including response times are compliant with operational requirements
- Maintain and develop comprehensive knowledge and strong understanding of funded and non-funded regional service providers, service options and support agencies
- Develop comprehensive working knowledge of the MyAgedCare website, other relevant websites and internet search engines to match clients to appropriate preferred service providers, prioritised service providers or non-funded service providers
- Promote Feros Care services through profile building opportunities including inter-agency meetings, information meetings and other appropriate relevant events and forums
- Actively participate in stakeholder engagement strategies in accordance with operational plans and activities and attend meetings and consultation forums as allocated and scheduled
- Implement service operational plans in line with the requirements of the Feros Care Strategic Plan
- Participate in the Feros Care community engagement calendar and planned events to raise awareness of Feros Care across the service footprint as scheduled
- Act as an Ambassador for Feros Care, participating in community events, Feros events, social media activities and other initiatives to build the Feros Care brand and promote our services

Quality and Continuous Improvement:

- Ensure Proof of Identification of the client is always verified prior to undertaking any assessment
- Ensure compliance with procedures and process improvement to enable the provision of consistent, reliable and efficient high quality services
- Update databases on a daily basis to ensure the currency, integrity and accuracy of data housed at all times
- Ensure quality system protocols are respected, delivered and maintained throughout all operational activities and tasks
- Actively participate in all change initiatives to ensure the planned and desired improvement outcomes are achieved within the nominated timeframes and continue to nurture to ensure sustainability
- Participate and contribute to the planning processes, policy and procedure formulation as pertains to area of responsibility
- Complete reports and contribute to ensuring a cycle of continuous improvement is embedded in the way services are provided
- Work collaboratively with Feros Care service teams in the rollout of new products and services
- Work diligently to identify opportunities for improvement to support Feros Care operations now and into the future

Business Continuity:

- Support the operations of the mobile assessment, case management and clinical support teams by:
 - Providing After Hours backfill as scheduled providing advisory and decision-making support, and assisted problem solving support to other After Hours rostered staff as required
 - Undertaking key tasks in response to severe weather, emergency and disaster events in accordance with the broader Feros Care Emergency plans and protocols
 - Participating in the support and supervision of staff with injuries and assist with development of RTW plans and direct care workload activity/monitoring strategies

- Providing backfill support to the mobile assessment, case management teams as required to meet business operational needs

Section B - Our Common Purpose

Living our Values:

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our **BOLD Values** are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As part of the Feros Care team you are expected to live the values:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters.
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life.
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

Leading with Technology:

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

Work Health and Safety (WHS):

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

Section C - Other things you need to know

- This position may require you to travel interstate and stay away from home at least 2 nights every month
- We structure your day using technology managed schedules
- Our remote working environment will require you to be disciplined, dedicated and self sufficient
- The highly competitive nature of the aged care sector will require you to position our services and engage new clients at every opportunity

Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Communicates a vision which sparks excitement in others
- Leads by personal example
- Accountable for decisions and actions
- Thrives on helping others
- Genuinely listens and takes time to understand the real message
- Clearly enjoys interacting and engaging with clients
- Open minded, non-judgmental and respectful of clients/others choices
- Motivated by making a real difference to the lives of others
- Presents professionally at all times in dress, appearance and communication
- Challenges inappropriate behaviour and attitudes
- Stays true to ethics and values regardless of situation
- Acts with absolute integrity
- Has a friendly and cheerful demeanour
- Considers all elements of wellness when focussing on client experience
- Ensures clients are in the driving seat of decisions
- Embraces new technology
- Hungry to learn and build professional expertise
- Manages conflict positively and constructively
- Rapidly builds and maintains strong collaborative, partnering relationships
- Actively participates in the development and implementation of new services
- Monitors the Aged Care market, context and competition

Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

Essential Criteria for Position:

Essential Skills, Experience and Knowledge:

- Demonstrated experience in assessment and goal orientated support planning and case management
- Demonstrated ability to develop robust and sustainable working relationships with referral agencies and health services that encourage cooperation, accountability and promotes Feros Care and its services
- Demonstrated ability to work autonomously with a high degree of drive, initiative, motivation and outcome orientation, with the capacity to deal with multiple and often conflicting priorities.
- Demonstrated ability to identify and prioritise complex problems and issues, generate solutions and work collaboratively to achieve a successful outcome.
- Well-developed organisation, negotiation, facilitation and communication skills
- Well-developed computer skills including proficiency in MS Office and client management software applications
- Skilled in the use of smartphones, laptops, video-conferencing and web access to systems for information, data entry and communication

Qualifications, Certificates and Registrations:

- Current driver's licence and vehicle registration with 3rd party personal injury insurance

Essential Ability Requirements:

- Well-developed written and oral communication skills with the ability to build and maintain effective internal/external relationships, practice open communication, conduct and facilitate presentations/community events and prepare reports/submissions and operational plans.
- Physical suitability and competence: Physical fitness including (but not limited to): manual handling, carrying, standing/sitting for long periods of time

Desirable Criteria for Position:

- Tertiary qualifications in Allied Health, Nursing, Social Services or other related disciplines
- Current Professional Registrations
- Willingness to register with Medicare Australia (Allied Health professionals)
- Knowledge and understanding of Risk Management principles, practices and legislation including Work, Health and Safety and Injury Management
- Current First Aid Certificate

Summary of Specific Responsibilities

Defined in	Responsibility
ACAT and Referrers Information Pack : Client Services - Community (Not Issued)	Wellbeing Manager
Address Change - Temporary : Information Technology (Not Issued)	Wellbeing Manager
After Hours Arrangements : Client Services - Community	Wellbeing Manager
After Hours Arrangements : Client Services - Community (Not Issued)	Wellbeing Manager
Allied HomeHealth Service Access - HCP : Client Services - Community (Not Issued)	Wellbeing Manager
Allied HomeHealth Service Access - Private : Client Services - Community (Not Issued)	Wellbeing Manager
Approving HCP Client Requests Above WM Delegation : Client Services - Community	Wellbeing Manager
Arranging for a Group Activity Fee to be Paid by a Client's HCP : Client Services - Community	Wellbeing Manager
Arranging for a Meal Administration and Delivery Fee to be paid by a Client's HCP : Client Services - Community	Wellbeing Manager
Claiming the Dementia Supplement : Client Services - Community	Wellbeing Manager
Claiming the Oxygen and/or Enteral Feeding Supplement : Client Services - Community	Wellbeing Manager
Cleaning and Safety Equipment Kit : Client Services - Community (Not Issued)	Wellbeing Manager
Client Reimbursement of Expenses : Client Services - Community	Wellbeing Manager
Client Reimbursement of Expenses : Client Services - Community (Not Issued)	Wellbeing Manager
Community Influenza Vaccination: transportation and administration : Client Services - Community	Wellbeing Manager
Completing and Updating a HCP Supplement and Fees Tool in Passport : Client Services - Community	Wellbeing Manager
Coordination of Services in the Event of Emergency : Feros Central	Wellbeing Manager
Coordination of Services in the Event of Emergency : Feros Central (Not Issued)	Wellbeing Manager
COVID-19 Management in Community Care : Client Services - Community	Wellbeing Manager
Dignity of Risk : Client Services - General	Wellbeing Manager
DVA Nursing Clinical Review and Reassessment : Client Services - Community	Wellbeing Manager
DVA Nursing Clinical Review and Reassessment : Client Services - Community (Not Issued)	Wellbeing Manager
Feros Village respite stays paid by Feros HCP package : Finance (Not Issued)	Wellbeing Manager
Guide to completing HCP leave spreadsheet : Finance	Wellbeing Manager
HCP Annual Assessment and Service Planning : Client Services - Community (Not Issued)	Wellbeing Manager
HCP Changing Client Status in Passport, SSAS, HCP Operations and Wellbeing Manager : Client Services - Community (Not Issued)	Wellbeing Manager
HCP Mini Admission Follow Up Visit : Client Services - Community (Not Issued)	Wellbeing Manager
HCP Mini Admission Procedure : Client Services - Community (Not Issued)	Wellbeing Manager
Home Care Package Clinical Assessment and Service Planning : Client Services - Community	Wellbeing Manager
Home Care Package Clinical Review and Reassessment : Client Services - Community	Wellbeing Manager
Incident, Accident and Workers Compensation Initial Management : Workforce Support Services (R)	Wellbeing Manager
Initial Client Assessment Communication Process : Client Services - Community (Not Issued)	Wellbeing Manager
Install and Decom. of a Connect + & Connect me : Client Services - Lifelink	Wellbeing Manager
Install and Decommission of an Epilepsy Kit : Client Services - Lifelink	Wellbeing Manager

Summary of Specific Responsibilities

Defined in

Responsibility

Installing a Bed Occupancy Sensor and Lamp Module : Client Services - Lifelink	Wellbeing Manager
Lite N Easy Orders HCP : Client Services - Community (Not Issued)	Wellbeing Manager
Malnutrition & Weight Change Screening : Client Services - Community	Wellbeing Manager
Managing weight loss in at risk clients : Client Services - Residential	Wellbeing Manager
MyFeros Portal Client Reimbursements : Feros Central	Wellbeing Manager
Non-CHSP clients attending group transport : Client Services - Community	Wellbeing Manager
Non-CHSP clients attending group transport : Client Services - Community (Not Issued)	Wellbeing Manager
Passport - Completing a Response Plan : Feros Central (Not Issued)	Wellbeing Manager
Portable Oxygen Concentrator Loan Procedure : Client Services - Community (Not Issued)	Wellbeing Manager
Potential Client Information Pack : Client Services - Community (Not Issued)	Wellbeing Manager
Procuring and on boarding a new community contractor : Procurement & Contractors Management	Wellbeing Manager
Public Holidays service provision : Feros Central	Wellbeing Manager
Public Holidays service provision : Feros Central (Not Issued)	Wellbeing Manager
Raising Approving Withdrawing and Cancelling Purchase Orders in Passport : Client Services - Community	Wellbeing Manager
Receiving and Actioning an Incoming HCP Referral : Feros Central	Wellbeing Manager
Records Management and Filing : Quality	Wellbeing Manager
Request for Quotation (RFQ) : Information Technology	Wellbeing Manager
Scheduling an Incoming HCP Referral : Client Services - Community	Wellbeing Manager
Scheduling an Incoming HCP Referral : Client Services - Community (Not Issued)	Wellbeing Manager
Scheduling Battery Changes for Telehealth : Client Services - Community	Wellbeing Manager
Sending a Group Voicemail Broadcast Message : Client Services - Community	Wellbeing Manager
Setting up a Care@Home PERS alarm in a clients' home. : Client Services - Lifelink	Wellbeing Manager
Setting up a Chiptech EVE alarm in a clients' home. : Client Services - Lifelink	Wellbeing Manager
STRC Client Admission : Client Services - Community	Wellbeing Manager
STRC Client Review : Client Services - Community	Wellbeing Manager
STRC to HCP process : Client Services - Community	Wellbeing Manager
Supplier Management : Procurement & Contractors Management	Wellbeing Manager
Update of separate procedure currently in ekey : Feros Central (Not Issued)	Wellbeing Manager
Updating Client Address Details in Passport : Feros Central (Not Issued)	Wellbeing Manager
Varying Home Care Pricing : Client Services - Community	Wellbeing Manager
Virtual Social Centre Admission : Client Services - Community (Not Issued)	Wellbeing Manager
Virtual Social Centre On-boarding Workflow : Client Services - Community (Not Issued)	Wellbeing Manager

Other related Team/Group based responsibilities for **Wellbeing Manager**

Incumbent Statement:

I have read, understand and accept the above Position Description for Wellbeing Manager.

Signed: Date: ... / ... /

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