Position Description

Position Title: Care Manager (Registered Nurse)

Reports to: Lead Care Manager

Service: VisionWest Home Healthcare

Overview:

VisionWest Community Trust has been offering community-based services to people in West Auckland since the 1980's. The Trust was formally incorporated as the Friendship Centre Trust in 1988 in response to a growing desire of the Glen Eden Baptist Church to help those in need in the local community. The Trust started out small with a drop-in center at the Glen Eden Railway Station as a place where friendships were formed. The Trust responded to the needs present in the community and grew to be one of the largest community based Trusts in West Auckland. Today, VisionWest provides services to communities in Auckland, Waikato, Bay of Plenty and Christchurch.

VisionWest Community Services include:

- Community and Supportive Housing
- Home Healthcare
- Education & Training Centre
- Kindergarten
- Counselling Centre
- Whanau Centre
- Budgeting Service
- Foodbank
- Curtain & Uniform banks

Purpose of Position

To be the first point of engagement to consumers entering the Homecare services ensuring delivery is of a high standard for consumers by providing clinical oversight, engaging in professional communication, developing individual service plans that meet consumer's needs to a high professional standard. Market needs are to be effectively responded to and delivery is aligned to contractual obligations.

Purpose of Job Description

This Job Description is intended to describe the main functions and responsibilities required of the role. It is not to be construed as an exhaustive list of all responsibilities or duties that may reasonably be required of the incumbent in this role. Employees will be expected to perform any duties reasonably requested by the employer.

This Job Description is subject to review to reflect changing circumstances, and in consultation with the incumbent, will be amended from time to time to take account of advances in and/or variations to the service.

Functional Relationships

Key Internal: Lead Care Manager
Lead Coordinator
Other Coordinators

	Support Workers Administration Staff
Other Internal:	National General Manager Homecare Service Manager Quality Manager Workplace Trainer & Assessor Recruitment Coordinator VisionWest HR Services
External:	Clients and their families / Whanau Referring agencies Stakeholders Community based organisations Health and Community Service Providers

Primary Objectives

The Care Manager is responsible and accountable for:

- Acts as an expert clinical resource using advanced assessment skills and appropriate assessment tool to plan and oversee support within a multidisciplinary team.
- Where Support Workers are involved with the Administration of medication, the Registered Nurse is accountable for directing and delegating to ensure appropriate and safe administration.
- Provide comprehensive assessment with the consumer in collaboration with family/whanau and other primary health providers.
- Develops individual service plans in collaboration with consumer, family, whanau, utilising a determined tool.
- Coordinate clinical requirements including clients' reviews, skill mix and competencies for Support Workers to ensure they are fully prepared and supported to deliver services.
- Maintaining key relationships with stakeholders; Clients, families/ whanau and relevant agencies.
- Delivering services aligned with contractual obligations and Organisation's Policies and Procedures.
- Undertaking administration tasks associated with the role.
- Demonstrate a high level of commitment to and understanding of the Organisation's Health and Safety Management System.
- Upholding VisionWest Community Trust’s Mission and Christian ethos.
- Participate in own ongoing education and professional development.

Primary Objectives	Expected Outcomes
Acts as an expert clinical resource using advanced assessment skills and appropriate assessment tool to plan and oversee support within a multidisciplinary team.	• Specialist area as agreed with Regional Manager for Auckland region. • Note use of clinical knowledge in all assessment and planning processes and offer advice/education as required. • Where Support Workers are involved with the Administration of

	medication, the Care Manager is accountable for directing and delegating to ensure appropriate and safe administration. • Provide accurate information to coordinators in regard to assessment findings and outline of individual service plan. • Relevant regional forums are attended. • Networks of relevant agencies, specialists and other practitioners are maintained. • Knowledge of specialist area is shared within team/organisation as determined. • Leadership is provided for services and Service Providers in an advisory and training capacity.
Provide comprehensive assessment with the client in collaboration with family/whanau and other primary health providers	• Screen referrals to determine complexity and appropriate assessment approach. • Produce accurate assessment reports that meet funders' standards. • Administer the lnterRAI Contact Assessment tool and utilize information available within this tool for assessment and individual service plan purpose. • Determine level of risk and identify opportunities for intervention. • Initiate review assessment appropriately and maintain review schedule. • Resolve any dispute that arise over implementation and review of need assessment and service coordination. • Provide information to client's family-whanau on eligibility to support services. • Ensure cultural safety at all times by understanding cultural needs and preferences and ongoing consultation with cultural groups in the community.
Develops individual service plans in collaboration with consumer, family, whanau utilising a determined tool.	• Individual Service Plan reflects the information contained in needs assessments and addresses any specific hazards pertinent to the Client, Support Worker, and environment. • Consumer, family/ whanau and Support Worker are involved and familiar with Individual Service Plan. • Services are delivered to reflect the Individual Service Plan. • Consider a wide range of options to deliver service (including formal an informal} when developing individual service plan. • Contingency plans are in place to enable continuation of support in event of untoward circumstances for Clients whose safety would be at risk if personal care needs were not met (Disaster Preparedness for People with Disabilities). • Be part of Organisation MDS team and provide input / support to other regions as required. • Ensure cultural safety at all times by understanding cultural needs

	and preferences and ongoing consultation with cultural groups in the community.
Coordinate clinical requirements including clients' reviews, skill mix and competencies for Support Workers to ensure they are fully prepared and supported to deliver services.	• Individual Service Plans are reviewed in accordance with policy or when advised of a change in Client needs. • Review appropriateness of support and services and negotiate amendments as necessary. • Regular monitoring of services against the Individual Service Plan and to an agreed schedule occurs. • Support Workers are oriented to specific services to ensure delivery of safe and effective services. • Individual Support Worker performance is managed including required competency checks, regular coaching and mentoring. • All Support Workers are supported and met on a regular agreed schedule to discuss service & delivery issues, changes to jobs, policies and systems. • Individual Support Workers training needs are addressed. • Support Workers are fully aware of, and adhere to, Policies and Procedures relevant to their role in service delivery. • Service training needs are identified and submitted for consideration in annual training plan development process.
Maintain key relationships with stakeholders; Clients, families/whanau and relevant agencies.	• Clients and family/whanau are consulted and participate in service development and delivery as appropriate. • Contact with funding agency occurs to ensure required needs reviews, reassessments and follow up course of actions occur. • Relationships with NASC, ACC, PHOs, District Nurses, Mental Health, Therapy & other relevant Health Services are maintained. • Clients are linked appropriately with other community support agencies to meet their needs.
Coordination & after-hours support	• Participate in the RN after hours/weekend on call roster • Provide support to the after-hours coordination team with any urgent clinical matters such as medication issues or queries • After-hours coordination team is well supported, and clients & support workers safety is maintained
Delivery of services aligned with contractual obligations and Organisation's Policies and Procedures.	• Services provided meet funder contract requirements. • All processes required to meet contractual obligations are completed in a timely and comprehensive manner. • All requirements as per the Health & Safety in Employment Act and Homcare Policies and Procedures are met. • Service delivery reflects intent and requirements of the organisation's Policy and Procedures. • Documentation, as appropriate, related to contract obligations and Policy and Procedure adherence are provided to Support Workers. • Assistance to review, update and develop quality documentation for implementation.

	• In response to unmet needs new services are developed, or initiatives implemented, in liaison with Regional Manager and Coordination Team. • Service shortfalls and adverse events are recorded & investigated and improvement opportunities identified. • Complete assessments using designated tool when required.
Undertake administration tasks associated with the role.	• Answer inbound calls professionally and respond to Clients inquires, otherwise route calls to appropriate resource. • Provide Client with service information and follow up calls when necessary. • Accurate, consistent and timely information is provided for recording in the Goldcare database. • External and internal reports are provided on time and to meet expectations. • Ensure security of information and confidentiality at all times. • Initiate, learn and use new systems when required for continuous service improvement. • Any other administration tasks associated with the role.
Demonstrate a high level of commitment to and understanding of the Organisation's Health and Safety Management System	• Ensure they are familiar with all policies and procedures as they affect their work environment • All staff within area of responsibility will be trained and supervised adequately to carry out on their work safely with evidence to show Support Workers are informed. • Systematically identify and assess hazards within the working environment and take all practical steps to control those hazards. • Ensure that all accidents/incidents/events are reported using organisation's documentation.
Uphold VisionWest Community Trust's Mission and Christian ethos	• Actions demonstrate adherence to the principles and ethos specific to the organisation at all times. • Principles and ethos specific to the organisation shared with staff • Staff adherence to principles and ethos is included in staff support processes. • Commitment to the principles of the Treaty of Waitangi and working in culturally appropriate ways is demonstrated.
Participating in own ongoing education and professional development	• Knowledge of current best practice is consistently updated. • Professional development plan reflects self and manage identification of areas for development. • Commitment to completion of agreed PD plan is evident.

PERSON SPECIFICATION

KNOWLEDGE, EDUCATION AND TRAINING

Essential

- Be a Registered Health Professional (Such as a Registered Nurse, Occupational Therapist or Physiotherapist).
- Current annual practicing certificate with the relevant regulatory body.
- Current Drivers licence (Full Licence Class 1).
- Knowledge of working with older people and/ or those with disabilities in the community.
- Understanding of relevant Health & Safety and Employment legislation and is able to apply the requirements.
- Excellent interpersonal skills, team building skills, analytical and problem solving skills.

Desirable

- NZQA Unit Standard 4098 - required to be an Assessor.
- Undertake post graduate studies in work related area.
- Understanding of the social model of service delivery in a community care environment.
- Working knowledge of the Health & Disability Sector Standards and working with robust quality systems.
- Competent in working with a Human Services Databases and is competent to an intermediate level with Microsoft Word.
- Knowledge of local area.

REQUIRED SKILLS AND EXPERIENCE

- Good leadership skills with ability to motivate and support staff.
- Is able to develop individual service plans.
- Excellent time management skills and the ability to effectively complete required administrative tasks.
- Can effectively supervise, train and coordinate staff to provide services in accordance with agreed Care Plans.
- Experience in providing services that meet contractual and legislative requirements.
- Excellent interpersonal skills: Ability to develop and maintain excellent working relationships at all levels within the organisation, with external organisations, Consumers and family / whanau.
- Ability to effectively manage complaints/issues.
- Ability to work both independently and in a team.
- Has worked in environments where respecting diversity of culture, ethnicity, and belief systems is reflected in service delivery.

ATTITUDES AND ATTRIBUTES

- Willingness and ability to work together in a team environment to ensure excellent service delivery to our clients and great support to our community based support workers.
- Empathy and commitment to excellence in community care.
- Values and respects the individuality of each client and can develop services that are

flexible to meet individual needs.

- Communication is respectful of all and openly demonstrates honesty and integrity.
- Commitment to the philosophy of community support services and the Client's right to choose how they determine their independence.
- Respect for VisionWest Community Trust's Mission, principles, and Christian ethos.
- Commitment to the principles of the Treaty of Waitangi.
- Discretion in use of Confidential Information.
- A demonstrated commitment to working in culturally appropriate ways that reflect on, and build on, the strengths of the individual, their family/whanau, culture and the community.
- Conscientious and industrious work ethic with a solution focus.
- Sensitive, patient, responsive and flexible.
- Understanding the value of continuously quality improvement.

Objectives of VisionWest Community Trust

a. *To encourage a spirit of Christian compassion within local communities and actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, the needy, and the disadvantaged;*

b. *To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical and educational needs of the people in the West Auckland area generally (and beyond);*

c. *To establish such service centres, programmes and facilities which will enable the provision of appropriate social services to local communities, including but not limited to; kindergarten and childcare facilities; home care services; health care services; provision of temporary and permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support;*

d. *To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*

e. *To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;*

f. *To initiate, establish and administer any social services for the people of local communities (including children, the destitute, and the elderly) who, for any reason, are in need of care and assistance.*

g. *To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders' Board.*

Mission Statement: "Building Hope Together"