

POSITION DESCRIPTION

Position Title	Case Manager (Women’s Mental Health)
Reports to (Title)	Women’s Mental Health Allied Health Lead/ Women’s Mental Health Nurse Unit Manager
Group Director/ Chief	Chief of Mental Health and Cabrini Outreach
Department	Nursing/Allied Health
Position Location	Cabrini Elsternwick – Hopetoun Street
Award/Agreement	Acute Care Nurses and Midwives Comprehensive Agreement OR Health Professionals Enterprise Agreement OR Medical Scientists, Dietitians, Pharmacists and Psychologists Agreement
Delegation of Authority Level	n/a

Position Summary & Role Purpose

The Case Manager (Women’s Mental Health) provides expert clinical care co-ordination and psychosocial rehabilitation support, and engages in an assertive outreach approach in the consumer’s home/place of residence to support the delivery of specialised care for clients with mental ill health. The role is consultative and collaborative with clients and the multidisciplinary team, providing a high degree of expertise in care. The role works across the continuum of care in the Women’s Mental Health service, with a primary focus on care in the community.

The Case Manager (Women’s Mental Health) practises independently and interdependently, assuming accountability and responsibility for their own actions. The Case Manager (Women’s Mental Health) demonstrates professional clinical leadership through the provision of comprehensive assessment, intervention and community linkage for the identified client group to enhance the mental health and social functioning of clients.

The Case Manager (Women’s Mental Health) furthers the Cabrini mission, values and vision as well as demonstrating the values of compassion, integrity, courage and respect.

The Case Manager (Women’s Mental Health) will have a professional background in nursing, occupational therapy, social work, or psychology.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Applies knowledge, experience and skills to provide recovery orientated case management services to support the individual’s recovery goals whilst working collaboratively with clients, families and carers in the development, implementation and review of treatment plans and goals.
- The Case Manager (Women’s Mental Health) works competently within their scope of practice to deliver safe, evidence based, trauma informed practice to achieve optimal health outcomes
- Collaborates and shares expertise with all members of the interdisciplinary team

- Demonstrates positive role modelling, mentorship for all members of the interdisciplinary team in line with Cabrini's policy and protocols
- Develops respectful relationships with associated medical specialist group members, allied health and other key support staff.

1.2 Operational Responsibilities

- Demonstrates attention to the needs of the client and family to provide privacy, dignity and the maintenance of confidentiality
- Work collaboratively with clients, families and other services to ensure best outcomes for the clients
- Liaise with Cabrini Mental Health Services and other specialist services to ensure that the needs of patients with mental health needs are met
- Works collaboratively with the broader multidisciplinary team to ensure the efficient, effective and responsive operation of the allocated work Unit, in line with the Organisation's strategic direction
- Support clients and inpatient team with discharge planning for clients with mental ill health
- Maintains accurate timely documentation of patient care and interactions
- Develops systems and processes, inclusive of policies and procedures and clinical practice guidelines which support the standardisation of clinical services in their area of expertise
- Identifies learning opportunities within the speciality and works with other clinicians to implement learning programs accordingly
- Evaluates programs and redefines clinical practice in line with best practice guidelines.
- Participate in related committees, working parties and research projects that are related to mental health
- Assist in building a positive team culture

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

- Reports directly to the Women’s Mental Health Allied Health Lead and Women’s Mental Health Unit Manager
- Maintains a close collaborative working relationship with the broader Women’s Mental Health team and Chief of Mental Health and Cabrini Outreach
- Will maintain a professional relationship with the relevant Head (if allied health)

Committee Membership

The Case Manager (Women’s Mental Health) will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- As directed by the Chief of Mental Health and Cabrini Outreach

Staff Development

The Case Manager (Women’s Mental Health) will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

Key Competencies

The Case Manager (Women’s Mental Health) must demonstrate the following requirements:

ESSENTIAL

Registration

- Registered Nurses:
 - Registration as a registered nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
 - Bachelor Degree in Psychiatric/Mental Health Nursing or equivalent, or, Bachelor Degree in Nursing plus postgraduate qualification in Psychiatric/Mental Health Nursing
- Occupational Therapists:
 - Registration under the Australian Health Practitioner Regulation National Law Act (2009) with the Occupational Therapy Board of Australia.
 - An approved Degree from a recognised school of Occupational Therapy or other qualifications approved for eligibility for membership of the Australian Association of Occupational Therapy (Vic.).
- Psychologists:
 - Registration as a Psychologist under the Australian Health Practitioner Regulation National Law Act (2009) with practice endorsement as a Clinical, Forensic or Clinical Neuropsychologist with the Psychology Board of Australia (or eligibility to enter a registrar program as a clinical, forensic or clinical neuro psychologist with the Psychology Board of Australia where relevant).
- Social Workers:
 - An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.
- A current Victorian Driver’s License and ability to drive a work vehicle

Knowledge and Experience

- Demonstrated ability to provide specialist nursing assessments and interventions for consumers individually, in groups and/or in a case management model and 3 years post graduate experience or
- Sound theoretical knowledge of occupational therapy/psychology/social work assessment and interventions in mental health and two years post graduate experience
- Demonstrated excellent interpersonal and communication skills (written and verbal) and proven ability to liaise negotiate and communicate with staff, including the multi-disciplinary team, community agencies and the wider service system
- Ability to educate clients, family and staff.
- Sound planning and organisational skills.
- Commitment to on-going education and self-directed learning.
- Commitment to and understanding of continuous quality improvement.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission

and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved: 
_____ **Group Director, People & Culture** **Date 19/08/2021**

Authorised: 
_____ **(Chief of Mental Health & Cabrini Outreach)** **Date 19/08/2021**