



POSITION DESCRIPTION

Position Title:	Case Coordinator – Home Care
Department:	Home Care
Classification:	Case Coordinator
Union:	MGEU Professional Technical
Approved by:	Regional Lead – Community & Continuing Care
Date approved:	December 6, 2022

REPORTING RELATIONSHIPS

Position reports to: Manager, Health Services – Home Care

Positions supervised: None

POSITION PURPOSE

The Case Coordinator will operate with a high degree of independence as a member of the multidisciplinary team. The incumbent is responsible for providing a collaborative, client-driven process that assesses plans, implements, coordinates, monitors and evaluates the options and services required to meet the client’s health and human service needs through the effective and efficient use of resources within Home Care, Southern Health-Santé Sud and the community.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

Intake and Assessment

- Receives and reviews referral information, prioritizes and determines the need for a Home Care Assessment or re-directs the referral appropriately based on the interRAI Contact Assessment.
- Conducts a comprehensive assessment of client/family situation to determine eligibility and care needs related to Home Care and/or Personal Care Home admission or alternative.

- Admits eligible cases to Home Care or re-directs appropriately.
- Completes a safety assessment to ensure a safe work environment.
- Works with client/family to provide timely and effective communication with other care providers when client transitions between services or settings to ensure seamless transitions.

Care Planning & Case Coordination

- Analyses data received from assessment, identifies needs and prioritizes same.
- Develops and implements appropriate goal-oriented care plan/recommendations based upon analysis of assessment findings, test results and client/family/caregiver interviews.
- Takes responsibility for implementation and coordination of the plan of care.
- Refers or facilitates referrals to other professionals or agencies, as required.
- Plans and organizes own work schedule.
- Manages caseload demands effectively.
- Carries out activities necessary to meet program guidelines.
- Prepares and presents long-term care applications to Regional Long Term Care Panel.

Monitoring and Evaluation

- Manages client caseload including monitoring, evaluation, reassessment, and adjustment of the plan of care.
- Participates in case reviews/conferences as assigned.
- Submits regular reports as required and notifies manager of any critical situations that may impact the health/safety of assigned clients.
- Communicates pertinent client issues and needs or other relevant issues to Manager on a timely basis.
- Gathers data concerning community resources and identified gaps in resources and reports same to Manager.

Program Planning and Administration

- Participates in interpreting the services and resources provided by Home Care to the public and/or other agencies.
- Takes initiative to establish and maintain liaison with local health care services and the informal community resource network.
- Self-directs and initiates appropriate decision-making.
- Participates in ongoing quality management through the development, implementation, and evaluation of services.
- Participates in the development of program policies, guidelines and resources with review and revision as deemed necessary.
- Provides ongoing evaluation of services and implementing changes to ensure delivery of best practice services.
- Establishes priorities and organizes daily schedule for designated caseload.

- Completes required statistical reporting.
- Attends staff meetings.
- Identifies and submits requisitions for client related equipment and/or supplies.
- Assists in maintaining preventative maintenance records and utilizes this information to formulate strategy for ongoing equipment replacement.
- Adheres to all Home Care Program policies and implements Policies and Procedures ensuring that program goals and care standards are met.

Team Collaboration

- Provides ongoing information and guidance to other involved professionals and caregivers within the team in order to promote and increase awareness.
- Provides consultation and information to family or other client care providers who will be administering and monitoring the client's care plan.
- Provides training and recommendations for equipment to enhance client independence utilizing SCHIPP principles.
- Shares client care plans and pertinent information with appropriate stakeholders to ensure collaborative approach to client care.
- Attends client care planning and program planning meetings as required.
- Participates in the orientation of new Case Coordinators, and peer mentorship/coaching within the Home Care team.

Professional Development

- Identifies own educational needs and, in conjunction with the Manager, Health Services - Home Care, develops an educational pathway to meet those needs.
- Participates in regular performance evaluations based on this position description.
- Participates in Continuing Competency program as per their respective professional college.
- Participates in activities of the professional associations and special interest groups.
- Attends and completes required regional annual in-services/self-learning modules and other regional education sessions as deemed appropriate.
- Participates and contributes to shared learning with home care staff and other health care providers.

Other

- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

Responsibilities and accountabilities are assigned in broad organizational objectives. The position is subject to review of general effectiveness and attainment of objectives through performance measurements.

PERFORMANCE MEASUREMENTS

1. Successful completion of probation.
2. Biannual performance conversations.
3. Adherence to Professional Standards of Practice and Code of Ethics.
4. Works within established guidelines and competencies as evidenced by reviews and audits.
5. Practice congruent with Southern Health-Santé Sud core values, strategic plan, policies/procedures and guidelines.

QUALIFICATIONS

Education/Certification:

- Graduate of an accredited post-secondary education program (B.N. or Social Sciences B.S.W., OT, PT) OR Registered Nurse with relevant experience in Medicine, Community, or Long-Term Care will be considered.
- Active license and registration to practice as required by professional association.
- Recent relevant experience in case management.
- Gerontological Nurse Certification (C) an asset.

Knowledge required:

- Knowledge of Home Care systems and programs.
- Knowledge with Electronic Home Care Record and assessment tool e.g. interRAI-HC.
- Knowledge of relevant legislation and standards.
- Proficiency in Microsoft Office Applications and working knowledge of computerized applications and electronic charting systems

Experience required:

- Minimum of two (2) years current related experience.

Skills/Competencies/Conditions of employment:

- Demonstrated effective oral and written communication skills.
- Demonstrated effective decision making, and problem-solving skills.
- Demonstrated organizational and time management skills.
- Demonstrated ability to build and maintain professional working relationships with management and staff within the region as well as appropriate outside vendors and agencies.
- Demonstrated ability to work both independently and as part of a team.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.

- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job
- Good work and attendance record
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000

WORK CONDITIONS

- No hazardous or significantly unpleasant conditions.
- May work scheduled evenings, weekends, and statutory holidays.
- May provide service to behaviorally difficult clients at times.
- Will be required to travel between the clients and buildings within the region.
- Will be required to travel to other regional facilities.

SALARY SCALE

As per MGEU Professional Technical Collective Agreement

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.