



POSITION DESCRIPTION

POSITION TITLE:	HOME CARE CASE COORDINATOR
DEPARTMENT:	HOME CARE & PALLIATIVE CARE
CLASSIFICATION:	HOME CARE CASE COORDINATOR
UNION:	MGEU – PROFESSIONAL TECHNICAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER – HOME CARE
POSITIONS SUPERVISED:	HOME CARE NURSES

POSITION SUMMARY

The Home Care Case Coordinator is responsible for the coordination and delivery of a broad range of professional and non-professional services. The Home Care Case Coordinator receives referrals and proceeds with case assessments to determine Home Care Program eligibility, assesses need for care at home, personal care home or alternative. The Home Care Case Coordinator works closely with family and other health care team members to provide optimum health care to the client while providing professional intervention where appropriate and maintains ongoing management of cases. The Home Care Case Coordinator liaises with agencies or facilities involved with the clients and their family caregivers. The position of Home Care Case Coordinator functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Intake and Assessment

- Receives referral information
- Reviews information, prioritizes, and determines the need for a Home Care assessment or redirects the referral appropriately.
- Ensures the case is registered on Continuing Care.

- Conducts a comprehensive assessment of client/family situation to determine eligibility and care needs related to home care and/or institutional placement.

Care Planning and Case Coordination

- Analyzes data received from assessment, identifies patterns/needs and prioritizes same.
- Develops a plan of care for the Home Care Program, including statements of client need, objectives, service provision, and evaluation criteria.
- Takes responsibility for implementation and coordination of the plan of care. May include initiating medical, rehabilitative, or consultative services as necessary to meet client need.
- Provides professional intervention where appropriate through professional counseling, teaching, guidance, crisis intervention etc.
- Responsible for the ongoing management of the cases including monitoring, evaluation, reassessment, and adjustment of the plan of care.

Caseload Management

- Plans and organizes work schedule.
- Manages caseload demands effectively.
- Carries out activities necessary to meet program guidelines.
- Responsible for presentation of cases to the Regional Assessment and Placement Team.
- Maintains current case count; ensures proper submission of statistics.
- Responsible for assignments/ referrals to Home Care Nurses

Program/Resource Planning

- Gathers data regarding resources and resource needs related to caseload/community.
- Participates with other program staff in interpreting the program and resources provided through the Home Care Program to the public and/or other agencies.
- Takes initiative to establish and maintain liaison with the local health care services and the informal community resource network.

Team Participation

- Participates in duty roster and/or intake process.
- Attends and participates at team meetings as appropriate and contributes to case management meetings.
- Participates with team in identifying community needs and gaps in service.
- Represents program at team level.
- Works within regional and departmental policy.
- Works with the Home Care and multidisciplinary team in the care planning process, including discharge planning from the hospital.

Professional Development

- Participates in the education of related care professionals.
- Participates in the orientation of new staff.
- Contributes to the educational experience of assigned students.
- Participates in studies and research related to the Program.

- Keeps current of developments within own discipline as these relate to the Home Care Program.

Other:

- Scheduling and supervision of Home Care Nurses may be required
- 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:

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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- B.S.W., BN, with current appropriate registration, and a member in good standing. Suitable combinations of education and experience may be considered.

REQUIRED KNOWLEDGE:

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EXPERIENCE REQUIRED:

- Two years experience in community based care.
- Experience working with the elderly.
- Experience in supervision and scheduling of nursing staff an asset.

SKILLS/COMPETENCIES:

- Effective oral and written communication skills.
- Good physical and mental health to meet the demands of the position.
- Ability to work independently with a minimum of supervision.
- Ability to maintain positive working relationships with staff in a multi-disciplinary team based working environment.
- Valid driver's license and vehicle required.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

OTHER:

- Available to work evenings and/or weekends.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- May be required to travel throughout the region as duties may require.
- Require a road worthy vehicle, a valid driver’s license and liability insurance of at least \$1,000,000.00.
- No hazardous or significantly unpleasant conditions.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility’s Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

Created: January 4, 2000
Date

Revised: May, 2014
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by:

Executive Director, Human Resources

Date

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.