



POSITION DESCRIPTION

POSITION TITLE:	HOME CARE CASE COORDINATOR
DEPARTMENT:	HOME CARE, SENIORS & ALLIED HEALTH
CLASSIFICATION:	HOME CARE CASE COORDINATOR
UNION:	MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER – HOME CARE
POSITIONS SUPERVISED:	NOT APPLICABLE

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 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, Interlake-Eastern Regional Health Authority and the community. 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 need through the interRAI Home Care (HC) Assessment System 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.
- Works collaboratively with client/family to provide holistic client centered care. This includes timely and effective communication with other Health Care Professionals during the provision of client care and at care transitions.

Care Planning and Case Coordination

- Analyzes data received from assessment, identifies patterns/needs and prioritizes same.
- Develops a plan of care for Home Care Services, 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.
- Maintains current case count; ensures proper submission of statistics.

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 Services 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.
- Provides ongoing evaluation of services and implementation of changes to facilitate best practice and delivery of services
- Establishes priorities and organizes daily schedule for designated caseload.
- Submits requests for allocation and reconciliation of client related equipment and/or supplies

Team Participation

- 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 to ensure effective and efficient transition to

the optimal care environment for the client through inter-discipline collaboration

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 and contributes to shared learning with home care staff and other health care providers.
- Contributes to making the organization safe for patients, residents, clients and staff by recognizing the importance of reporting unsafe situations and participation in follow up reviews as a learning opportunity.
- Participates in studies and research related to Home Care Services.
- Keeps current of developments within own discipline as these relate to Home Care Services.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- BSW, OT, PT, RPN, RN, LPN, RD or related health/human service degree required.
- Certification in related clinical programs would be an asset, e.g. Gerontology
- Licensure/registration as per professional designation required and in good standing.
 - If successful applicant is a Registered Dietitian, must be a graduate of a recognized dietetic internship program accredited by Dietitians of Canada.

REQUIRED KNOWLEDGE:

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EXPERIENCE REQUIRED:

- Previous experience as a Case Coordinator in Community Health Services preferred.
- Two years' experience in community-based care preferred or other suitable combination of experience relevant to the position.
- Experience working with the elderly and palliative care clients.

SKILLS/COMPETENCIES:

- Effective oral and written communication skills.
- Experience with the interRAI Home Care (HC) Assessment System, Electronic Home Care Record, and Relias.
- Strong knowledge/experience with computers and working within electronic health records required.

- 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 Manitoba drivers license and vehicle required.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- 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.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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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 the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facilities' Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: January 2000
Date

Revised: November 2022
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Regional Lead/ CEO Date

Reviewed by: _____
Regional Lead, Human Resources Date

Position 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 position 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.