



North Eastman Health Association Inc. Job Description

Home Care Case Coordinator

POSITION SUMMARY:

The Home Care Case Coordinator is a member of the program team and a multi-disciplinary site team, with the goal of assisting clients to remain in the community and when that is no longer viable facilitating placement into a facility. Primary responsibilities relate to: client intake and assessment, to determine program eligibility; care planning and case coordination, caseload management and program/resource planning.

REPORTS TO: Director, Home Care Services

UNION: MGEU - Professional Technical

SUPERVISORY:

The following classifications report to the incumbent.

- Home Care Nurse. (Direct Service)

QUALIFICATIONS

Education & Experience

- Baccalaureate Degree in Nursing is preferred with active registration in CRNM;
- Two years of recent related community experience is preferred;
- Other combinations of education and experience will be considered.

Knowledge, Skills and Abilities

- Demonstrated communication skills, both written and oral;
- Knowledge/experience working with clients with dementia (and their families) an asset;
- Ability to work independently;
- Ability to maintain positive working relationships with staff to work in a team setting; individuals, families, community and other health care workers;
- Basic introductory computer skills would be an asset;
- Valid drivers' license and vehicle required;

- Work schedule may include evenings and weekends;

POSITION DUTIES AND RESPONSIBILITIES

1. 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 Home Care;
- Conducts a comprehensive assessment of client/family situation to determine eligibility and care needs related to Home Care and/or institutional placement.
- Admits eligible cases to Home Care or redirects appropriately.

2. Care Planning and Case Coordination

- Analyses data received from assessment, identifies patterns/needs and prioritizes same.
- Identifies appropriate discipline coordinator or assumes responsibilities for case coordination as appropriate.
- Develops a plan of care 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 counselling/teaching/guidance/crisis intervention/referral, etc.
- Responsible for the ongoing management of the cases including monitoring evaluation, reassessment, and adjustment of the plan of care.

3. 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 Regional Panel.
- Maintains current case count; ensures proper submission of statistics.
- Utilizes consultation and supervision.
- Responsible for assignments to and supervision of Home Care Nurses.

4. Program/Resource Planning

- Gathers data regarding resources and resource needs related to caseload/community.
- Participates with other program (& related) staff in development of needed community resources.

- 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.

5. Team Participation

- Works cohesively with the Home Care and multidisciplinary team in the care planning process, including discharge planning from hospital;
- 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 Department Policy.

6. Professional Development (Self & Others)

- Participates in the education of related care professionals.
- Participates in the orientation of new staff.
- Contributes to the education 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.

Revised: _____ Date

Approved by: _____
Manager/Supervisor _____ Date

Approved by: _____
Vice President/CEO _____ Date

Reviewed by: _____
Human Resource Manager _____ Date