



SECTION 1 - POSITION IDENTIFICATION

Title:	Senior Case Manager
Classification:	Level 6
Award:	Public Service General Agreement 2008

SECTION 2 – REPORTING RELATIONSHIPS

UNIT	UNIT MANAGER	CLASSIFICATION
Division: Office of Health Review	Director	SAT Group 1 Max
↑		
Directorate:	Manager Complaints Operations	PSA Level 8
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Branch: Conciliation Team	Team Leader Complaints Operations	PSA Level 7
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Branch: Conciliation Team	THIS POSITION	PSA Level 6

Positions under direct supervision and control:

<u>Position No</u>	<u>Title</u>	<u>Classification</u>
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SECTION 3 - KEY RESPONSIBILITIES

State BRIEFLY the key responsibilities or prime function of the position. Refer to definitions of terms to ensure the correct meaning of verbs frequently used eg. Controls, Maintains, etc.

<p>The Senior Case Manager is required to:</p> <ul style="list-style-type: none"> ◆ Autonomously manage the conciliation, negotiated settlement and investigation of assigned more complex health and disability complaints. ◆ Proactively contribute to team activity to improve OHR processes & procedures. ◆ Provide training and support in relation to complaints management processes and/or procedures ◆ Undertake tasks/research associated with the operation of the Office of Health Review as directed.
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SECTION 4 - STATEMENT OF DUTIES

TITLE Senior Case Manager	CLASSIFICATION Level 6	Position no. 00000948
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BRIEF SUMMARY OF DUTIES TO BE PERFORMED LISTED IN DESCENDING ORDER OF IMPORTANCE

Duty No	Duties	Freq.	%
1.0	COMPLAINTS RESOLUTION AND REVIEW	D	70
1.1	Autonomously undertake activity for all stages of conciliation, negotiated settlement and investigation process for more complex assigned health and disability complaints.		
1.2	Develop practical, proactive strategies to achieve resolution of disability and/or health related complaints using current resolution techniques and share these strategies with all staff.		
1.3	Develop reports, briefings and correspondence relevant to assigned complaints processes and make recommendations as required by legislation.		
1.3	When systemic issues are noted over the course of a complaint, notify the Team Leader Complaints Management.		
1.4	Promote the Office and its function to service providers and consumers within the health and disability sector and where appropriate assist service providers to improve complaints policies and procedures.		
2.0	TEAM PARTICIPATION	D	15
2.1	Actively participate in the case supervision and case management meetings, willingly sharing ideas and supporting others.		
2.2	Support the Team Leader Complaints Management and Manager Complaints Operations in improvement of complaints management policies and procedures.		
2.3	Provide data and information to assist with research into health and disability issues and trends as required as well as to assist in the monitoring of performance and standards.		
3.0	PROJECTS AND RESEARCH	R	10
3.1	Undertake project work to support the objectives of the Operational Plan as directed.		
3.2	Carry out research and related tasks associated with complaints management as required.		
4.0	OTHER	R	5
4.1	Other duties as directed.		
			100

Organisation Contacts:
 Will the occupant of this position be required to communicate with positions outside the normal reporting lines? **YES**
 If yes, how frequent? 1. Internal to the organisation...D..... 2. External to the organisation...D.....
 Frequency: D - Daily, W - Weekly, F - Fortnightly, R - Regularly, O - Occasionally, A - Annually

SECTION 5 - SELECTION CRITERIA

TITLE Senior Case Manager (Contract)	CLASSIFICATION Level 6	Position no. 00000948
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ESSENTIAL

1. Demonstrated experience in the management and resolution of health and/or disability complaints, including skills in assessment, negotiation, conciliation and investigation.
2. Demonstrated experience in performing effectively in a team environment and taking a proactive role in coaching and mentoring team-mates on areas of expertise.
3. Demonstrated excellent conceptual, analytical, research and problem-solving skills.
4. Demonstrated excellent written & verbal communication skills including the ability to write reports on complex and sensitive issues.
5. Demonstrated ability to engage with a diverse range of stakeholders.
6. Demonstrated experience in managing a large workload effectively with the ability to prioritise and meet targets.
7. Demonstrated ability to deal with emotional and difficult behaviour.
8. Demonstrated understanding of the principles of social justice and shows sensitivity, respect and empathy for the values and beliefs of others.

DESIRABLE

1. Relevant tertiary qualifications.
2. Well developed office IT skills.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

APPOINTMENT CRITERIA

1. Nil.

SECTION 6 - APPOINTMENT FACTORS

Location Perth	Accommodation Nil
Allowances Nil	Specialised Equipment Operated Nil

SECTION 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

BRANCH/DIVISION HEAD

DIRECTOR GENERAL

SIGNATURE

SIGNATURE

DATE

DATE

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date