

## APS6 Complex Case Manager

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Company: McArthur

Location: Australia

Category: other-general

\$ Super p/h

2-year contract

Multiple roles

McArthur is currently working with a Federal Government Agency to identify candidates for their Triage and Connect team.

### **As the APS6 Complex Case Manager, you will be responsible for:-**

Conduct assessment of client referrals made where mental health issues are evident.

Record appropriate case notes and other records in a case management system.

Negotiate client claim outcomes with the claims management team.

Conduct urgent risk assessments with clients where necessary.

Provide advice and support to non-clinical staff in the team undertaking assessment of client referrals.

Provide feedback and guidance to broader departmental staff in the management of clients.

Undertake calls to clients where required to offer assistance or obtain further information, where this contact is best managed by a mental health professional.

Occasionally provide short term case management intervention to link clients with necessary services for ongoing support

Services to be performed

**The Complex Case Manager (Clinical) in the Coordinated Client Support Branch will:**

Provide an escalation point for clients at risk of harm to self or others.

Provide specialised case management and/or clinical expertise and advice to support and enhance the work of the Complex Case Managers.

Manage a caseload of clients.

Undertake a range of assessments including intake assessments and risk assessments.

Contribute to the preparation of high-level client summaries and briefs, including maintaining high quality documentation.

Provide clinical advice and coaching support to Client Support Program colleagues as required, to assist in managing challenging client presentations

and risk escalations.

**MANDATORY**

Tertiary qualifications (Bachelor's degree or higher) in a relevant health field including Nursing, Psychology, Occupational Therapy, or Social Work.

At least 2 years of experience working as a case manager, or equivalent clinical role.

Extensive experience working within a mental health or community case management setting, including working with people who present with complex mental health conditions.

Experience in coordinating and assisting in the management of a caseload of complex and potentially at-risk clients in community mental health teams.

Excellent written and oral communication skills, including capacity to liaise with and develop productive relationships with other organisations. This also includes proficiency in the use of IT systems including Microsoft Office.

Experience and interest in triage, assessment and case management via telephone.

Demonstrated commitment to ongoing professional development.

Current Police Check, or ability to obtain one.

## **HIGHLY DESIRABLE**

Registration with the Australian Health Practitioners Registration Agency (AHPRA), or eligibility for registration with the Australian Association of Social Workers (AASW).

If you feel you have the experience required for this position please [Apply Now](#)

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