

## JOB DESCRIPTION – Care Manager

<b>Job Title</b>	Care Manager (Equivalent to Staff Nurse in Hospital)
<b>Qualification</b>	State Registered Nurse with Singapore Nursing Board
<b>Department</b>	Nursing
<b>Reporting To</b>	Assistant Care Director

### **Job Summary :**

- To lead a care team of nurses to deliver care management (assessment, planning, coordination and communication) and nursing services to patients requiring transitional, long term and palliative care in their own homes.
- To have a strong base of evidence based knowledge & skills as both a generalist and/ a specialist to demonstrate the ability to integrate nursing theory into practice.
- To act as the case manager by assessing, coordinating and implementing a plan of care for the patient with acute, chronic or advanced disease referred to the company.
- To work in collaboration with members of the inter-professional team to provide 24hours medical, nursing, pain & symptom management, psychosocial & spiritual support and care.
- To be a professional & competent nurse by providing the best care for the patient, educating and empowering the caregiver whilst supporting the family using the best available evidence.
- To be a role model, exhibit personal commitment, integrity and professionalism in the course of one's work.

### **Areas of Responsibilities:**

1. To assess and evaluate patients referred to the organization.
2. To orientate patients and caregivers to the services provided by the organization.
3. To plan home visits to and write assessment reports for Home Care patients.
4. To prepare, implement and review care plans for each patient, working with members of a multi-disciplinary team to achieve the highest level of coordinated care for each patient
5. To work in collaboration with team members in a setting which provides 24 hours medical care, pain and symptom management and family support.
6. To perform nursing procedures as needed to enhance patient comfort.
7. To educate patients' caregivers by empowering them with basic nursing skills as well as with the management of special equipment and appliances in conjunction with the physiotherapist / occupational therapist
8. To assume the responsibility of referring patients to other professionals from other domiciliary care agencies for the continuation of care when required.
9. To identify patients and families in need of financial assistance or psychosocial services or physiotherapy /occupational therapy and refer patients to team members when required.

10. To prepare family and caregivers for end-of-life issues (e.g. Advance Care Planning) when required.
11. To render bereavement and emotional support to caregivers when it is necessary and appropriate.
12. To be on call duty when assigned and plan a home visit as required.
13. To refer patient to the relevant inpatient services and co-ordinate transfer/admission when appropriate.
14. To participate in training programmes to improve nursing skills and knowledge in as directed by Supervisor
15. To assume professional responsibility and accountability for outcomes in nursing practice at all times
16. To seek out information/ evidence on own initiative and discuss with team members and during case conferences.
17. Engages in continuous improvement to stay current and makes meaningful proposals to enhance the professionalism and service of the company.
18. To complete the following within the first year of employment:
  - a. Tetsuyu Home Care Foundation Course: Basic Gerontology, Chronic Disease Management and Palliative Care Nursing and Nursing Skills.
  - b. Communication: verbal and written communication, listening.
  - c. Conflict management: focus on need of the party and generate a win-win outcome

**Job Qualifications:**

1. Qualifications	<ul style="list-style-type: none"> <li>• State Registered Nurse – Diploma or Bachelor’s Degree</li> <li>• Post Basic Certification in Gerontology, Chronic Disease Management, Palliative Care Nursing</li> </ul>
2. Years of Relevant Experience	<ul style="list-style-type: none"> <li>• 3 Years Clinical Experience</li> </ul>
3. Language Requirements	<ul style="list-style-type: none"> <li>• English and one other (Chinese/Malay/Tamil)</li> <li>• Chinese dialects would be useful</li> </ul>