![Australian Government - Department of Education, Employment and Workplace Relations]

CHCCM401D Undertake case management

Release: 1

![Industry Skills Councils - Creating Australia's Future]

CHCCM401D Undertake case management

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to participate in carrying out specific activities in a case/care plan

Application of the Unit

Application	This unit may apply to work in a range of community service contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills	This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Provide for client needs and monitor progress on a regular basis	1.1 Provide for client *needs* and contribute to the case/care plan
	1.2 Discuss feedback on case management implementation with client and relevant parties, and feed into case review processes as appropriate
2. Promote client's development	2.1 Take appropriate action according to the skill plan
	2.2 Identify opportunities for enhancing learning and take appropriate action to promote involvement of clients
	2.3 Take appropriate action to remove barriers, attract learning and enhance client development
	2.4 Use appropriate communication to promote involvement in learning activities
	2.5 Provide all relevant parties with feedback on client progress and involvement in learning activities
	2.6 Provide clients with appropriate encouragement, reinforcement and feedback to maximise learning outcomes

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include:

- Awareness of overall direction of case plan
- Family structure and dynamics, communication and decision-making
- Range of services available
- Awareness of statutory requirements
- Indicators of abuse and intervention strategies

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Observe and collect feedback about behaviour, actions and progress
- Identify limits of role and taking actions to contact appropriate people
- Present information and feedback within informal and formal settings
  This may include oral communication skills and written communication skills, and will depend on the format required by the organisation for presenting feedback to supervisors

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Assess progress on goals and activities
- Demonstrate application of skills in:
  - objective observation of behaviour
  - stress management
  - behaviour management

Community Services and Health Industry Skills Council

REQUIRED SKILLS AND KNOWLEDGE

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:	• The individual being assessed must provide evidence of specified essential knowledge as well as skills • This unit of competence will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions • Assessment should include a range of case management plans to reflect the normal range of workplace activities
Access and equity considerations:	• All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work • All workers should develop their ability to work in a culturally diverse environment • In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people • Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:	• This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged • Resources required for assessment include access to: • an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
Method of assessment:	• Assessment may include observation, questioning and evidence gathered from the workplace or simulated environment, including written case studies

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

The contexts for monitoring activities within case plan include:	• Placement setting; e.g. home, alternative care placement, and detention facility • Client/s involvement
Needs are identified within requirements established by:	• International, commonwealth and state legislation • Organisation policy and procedures • Relevant program standards

RANGE STATEMENT

Needs are identified for the purpose of:	• Reporting • Planning for the full range of support e.g. day to day care, mid term care, and family support • Planning activities and/or programs
Feedback mechanisms include:	• Communicating daily with client or significant others about meeting of needs • Participating within a case conference • Recording observations about progress on activities

Unit Sector(s)

Not Applicable

Community Services and Health Industry Skills Council