



**Australian Government**

# **CHCCSM006 Provide case management supervision**

**Release: 1**

## CHCCSM006 Provide case management supervision

### Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Merged CHCCM605 CHCCM504</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

### Application

This unit describes the skills and knowledge to take a leadership role in the delivery of quality case management. This includes disseminating information and providing advice on practice issues relating to case management within the organisation.

Workers at this level work autonomously and are responsible for own outputs within broad but defined organisation guidelines.

This unit applies to work in a range of health and community services contexts.

*The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.*

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

*Elements define the essential outcomes.*

*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*

1. Develop and promote practice standards

1.1 Develop standards of practice and promote to workers

1.2 Identify strategies for continuous improvement which relate to case management practice and integrate into work systems

1.3 Implement appropriate training and development strategies to maintain currency with accepted best

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practice and relevant legislation

1.4 Work collaboratively with workers to develop individual reflective and ethical practice strategies

2. Support and lead colleagues in case management practice

2.1 Provide support, practice advice and direction consistent with organisation service and professional standards

2.2 Challenge and support worker to ensure casework plans and actions are up to date, evidence based and in line with organisation procedures and legislative requirements

2.3 Implement strategies to provide workers with access to casework consultation with other workers to maximise their effectiveness

2.4 Implement strategies to provide workers with access to, and consultation with, culturally specific workers

2.5 Access and apply specialist practice knowledge in the workplace and provide supervision to workers around the achievement of case work objectives

2.6 Advise worker on the full range of legislative provisions relevant to case management, and worker and organisation responsibilities

3. Provide practice advice on complex cases

3.1 Analyse and assess case management plans and provide feedback and advice in relation to options for implementation and further development

3.2 Advise workers on organisation processes to collect information from key stakeholders that contributes to continuous improvement

3.3 Update workers on changes to legislation, policy and organisation procedures

3.4 Routinely monitor progress on case plans and recommend changes, as required, to improve outcomes and quality of service delivery

3.5 Implement stakeholder consultation strategies for

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specialist information and options for future action

3.6 Escalate and refer client issues beyond role in accordance with organisation requirements

4. Reflect and improve on own supervision provision

4.1 Evaluate own supervision in consultation with peers and senior colleagues

4.2 Identify areas for improvement and opportunities for development

4.3 Escalate and refer supervision issues beyond role in accordance with organisation and role requirements

**Foundation Skills**

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

*Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.*

**Unit Mapping Information**

No equivalent unit.

**Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>