



Australian Government

CHCCSM014 Provide case management supervision

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, 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 provide supervision to others according to organisational policies and procedures.

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 or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Case Management

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Follow and promote practice standards.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Follow standards of best practice models and promote to colleagues.
- 1.2. Identify strategies for continuous improvement related to case management practice and integrate into supervision sessions.
- 1.3. Work collaboratively with colleagues to support individual

- reflective and ethical practice strategies.
2. Support colleagues in case management practice.
 - 2.1. Provide support, practice advice and direction consistent with professional legal and ethical industry standards and organisational policies and procedures.
 - 2.2. Challenge and support workers to ensure case management plans and actions are up to date, evidence-based and in line with organisational policies and 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 supervision.
 - 2.5. Access and apply specialist practice knowledge in the workplace and provide supervision to workers in relation to achievement of case management plan objectives.
 - 2.6. Advise worker on the full range of legislative provisions relevant to case management, and worker and organisational responsibilities.
 3. Provide practice, support and 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 organisational policies and procedures for gathering information from key stakeholders that promotes continuous improvement.
 - 3.3. Update workers on changes to legislation, policy and organisational policies and procedures.
 - 3.4. Routinely monitor progress on case management plans and recommend required changes, to improve outcomes and quality of service delivery.
 - 3.5. Implement stakeholder consultation strategies for specialist information and options for future action.
 - 3.6. Escalate and refer person's issues beyond scope of practice and in accordance with organisational policies and procedures.
 4. Reflect and improve on group supervision provision.
 - 4.1. Evaluate group 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 own scope of practice in accordance with organisational policy and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	• listen to understand needs of others.
Writing skills to:	• complete familiar forms.

Unit Mapping Information

Supersedes and is equivalent to CHCCSM006 Provide case management supervision.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>