Australian Government

Department of Education, Employment and Workplace Relations

CHCCM404A Undertake case management for clients with complex needs

Release: 1

CHCCM404A Undertake case management for clients with complex needs

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to provide case management to clients who have already been assessed and whose needs have been identified as extending across a number of areas, such as aged care, community care, disability, mental health, drugs, alcohol or homelessness

Application of the Unit

Application	This unit may apply to work in a range of community service contexts, including aged care and home and community care

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. Work within a case management framework suitable for the client's needs	1.1 Identify a range of *case management models* that have established effectiveness
	1.2 Develop or adapt and apply case management processes appropriate to implementing statutory requirements
	1.3 Develop or adapt and apply case management processes appropriate to the unique case management requirements of the client
	1.4 Determine, with the client and relevant others, the outcome to be achieved through case management
	1.5 Provide information of the case management process to the client and *relevant others*
	1.6 Provide information on the client's role in the case management process
	1.7 Provide information on rights of appeal and avenues of complaint so that the person understands their rights

ELEMENT	PERFORMANCE CRITERIA
2. Identify services required to deal with the client's *complex needs*	2.1 Work with the client to identify the range of issues that will require service input
	2.2 Work with the client to identify the interaction and relationships between the different presenting issues
	2.3 Work with the client to identify consequences of not addressing all of the issues
	2.4 Identify the full range of appropriate service and/or support options
	2.5 Provide information about different service and support options with details on aspects that may be appropriate for the client
3. Develop priorities for service and support inputs	3.1 Work with the client to identify the priority for different service and support requirements
	3.2 Work with the client to identify possible timeframes and overlaps of service and support requirements
	3.3 Work with the client to identify their *capacity to meet the logistic requirements of services and supports*
	3.4 Respond to concerns about client self-harm and/or harm to others within statutory and duty of care requirements
	3.5 Provide information about referral procedures
	3.6 Determine the level of support the client will require to self refer
	3.7 Determine the roles of the client, relevant others and the worker in the referral process

ELEMENT	PERFORMANCE CRITERIA
4. Implement and monitor agreed upon activities and processes	4.1 Implement strategies to continually monitor the effectiveness of case management processes against agreed goals, relevant services and programs, client and stakeholder satisfaction
	4.2 Assess the need for changes in case plan, including the need for ongoing intervention, and develop strategies for alternatives as appropriate
	4.3 Successfully negotiate with relevant parties, any proposed changes arising from case review
	4.4 Utilise processes for case closure as appropriate, to comply with organisation procedures

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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:

- Different approaches and models of case management
- A full range of services and supports that might be needed
- Indicators of imminence of self-harm or harm to others
- Referral requirements of services
- Organisation procedures and standards
- Formal meeting processes
- Relevant policy, procedures, legislation and statutory mandates
- Cultural protocols and systems
- Family structure, dynamics, communication and decision-making
- Relevant documentation protocols
- Range of available services and supports

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Implement case management model in line with organisation policies and procedures
- Conduct research to locate a wide range of service and support options based on individual needs
- Facilitate a person's active involvement in service planning and monitoring
- Match individual needs with service and support options
- Identify indicators of imminent self-harm or harm to others
- Identify and gain agreement on role boundaries
- Apply organisation statutory and legislative requirements

In addition, the candidate must be able to effectively do the task outlined in elements and

REQUIRED SKILLS AND KNOWLEDGE

performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate application of skills in:
    - planning, decision-making and goal setting
    - defining boundaries
    - planning and goal setting
    - facilitation
    - assertion
    - high level writing skills
    - interpersonal and communication
    - supervision and delegation

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

EVIDENCE GUIDE

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
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

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.

Case management models may include current practices across a range of sectors, including:	• Youth • Home and community care • Disability • Mental health • Alcohol and other drugs (AOD) • Aged care • Homelessness • Trauma
Relevant others may include:	• Family members • Primary carer • Friends • Neighbours • Other services
Complex needs may include:	• Clients requiring multiple service types • Clients with a range of needs that cannot be met by one service type • Clients who have family and carer needs that require additional service inputs

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RANGE STATEMENT

Client capacity to meet the logistic requirements of services and supports may include:	• Time to participate in services and supports • Transport • Cost • Level of wellness • Willingness to engage in services and supports

Unit Sector(s)

Not Applicable