



Australian Government

Department of Education, Employment and Workplace Relations

CHCCM501A Coordinate complex case requirements

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to coordinate multiple service inputs for clients with complex needs

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

Pre-requisite

This unit of competency must be assessed after achievement of related unit:

- CHCCM404A Undertake case management for people with complex needs

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. Establish coordination function

- 1.1 Work with the client and other services to determine the nature of *service inputs*
- 1.2 Determine the interaction effect of all service inputs
- 1.3 Develop a plan identifying all service inputs, their timeframes and expected outcomes
- 1.4 Work with the services to identify the *requirements and boundaries of the coordination role*
- 1.5 Work with the services to establish *communication requirements*

ELEMENT**PERFORMANCE CRITERIA****2. Support the client accessing multiple service inputs**

- 2.1 Provide information to the client to establish an understanding of the coordination role
- 2.2 Determine any *client confusion, concerns and barriers* in relation to accessing the range of services
- 2.3 Where appropriate, work with the client and other services to resolve client confusion, concerns and barriers
- 2.4 Work with the client to establish communication requirements

3. Monitor service inputs

- 3.1 Facilitate communication between services to identify duplication of service inputs
- 3.2 Work with services to manage service duplication
- 3.3 Work with the client and services to monitor progress toward outcomes
- 3.4 Work with the client and services to identify barriers to attaining outcomes
- 3.5 Work with the client and services to develop solutions to attaining outcomes in a coordinated manner
- 3.6 Work with the services to minimise client confusion and concerns in a coordinated manner

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
- Issues faced by clients, their family and carers, accessing multiple services
- Impact of service duplication
- Principles and practices of planning complex service inputs
- Principles and practices of working across multiple services
- Range and requirements of different funding arrangements
- Indicators of imminence of self-harm or harm to other
- 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:

- Plan for complex needs
- Facilitate cooperation and coordination
- Communicate complex messages to clients, family and carers
- Develop and maintain systems of communication
- Identify indicators of imminent self-harm or harm to others

REQUIRED SKILLS AND KNOWLEDGE

- 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 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.

EVIDENCE GUIDE

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 may be conducted over one or more occasions and should include all aspects of case planning with a range of clients

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

Method of assessment:

- Assessment may include observation, questioning and evidence gathered from the workplace 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.

Service inputs may include:

- Formal interventions
- Support services
- Services to clients
- Services to family and carers

Requirements and boundaries of the coordination role may include:

- Providing a central point of contact for the client
- Monitoring overall impact of service interventions
- Facilitating communication
- Monitoring client confusion, concerns and barriers

Communication requirements may include:

- Meetings
- Identifying triggers indicating the need for communication between services
- Defined timeframes

Client confusion, concerns and barriers may include:

- Not understanding the relevance of different service inputs
- Need to provide the same information to multiple services
- Time to commit to service demands
- Not understanding how services compliment each other

Unit Sector(s)

Not Applicable