Australian Government

Department of Education, Employment and Workplace Relations

CHCCM504D Promote high quality case management

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCCM504D Promote high quality case management

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCM504C Promote high quality case management	CHCCM504D Promote high quality case management	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor   This unit describes the knowledge and skills required to disseminate information and provide advice on practice issues relating to case management

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 a lead in case management practice	1.1 Implement appropriate strategies to ensure currency with accepted best practice and relevant legislation
	1.2 Where appropriate, provide practice advice and direction consistent with organisation service and professional standards
	1.3 Challenge and support worker to ensure casework plans and actions are based on organisation procedures, practices and legislative requirements
	1.4 Implement strategies to ensure worker has ready access to casework consultation with other workers to maximise their effectiveness
	1.5 Access and apply specialist practice knowledge in the workplace and provide coaching and mentoring to staff to optimise competent practice
	1.6 Advise worker on the full range of legislative provisions relevant to case management, and worker and organisation responsibilities

ELEMENT	PERFORMANCE CRITERIA
2. Provide practice advice on complex cases	2.1 Thoroughly analyse and assess case management plans and feedback on their implementation and provide expert advice on options for actions and further development
	2.2 Provide workers with information on organisation processes for collecting information from key stakeholders to ensure more effective operation
	2.3 Routinely provided workers with information about relevant legislation and any changes in organisation practices and procedures to promote consistency and quality in practice
	2.4 Routinely monitor progress on case plan and make changes as required to enable improved service delivery
	2.5 Implement strategies to ensure appropriate stakeholders are consulted about specialist information and options for future action

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 knowledge of:

- Theory and practice of case management
- Provisions of all relevant legislation and statutory requirements
- Practice model of supervision
- Codes of practice/ethics
- Own value base and belief system

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Research current trends in case management
- Analyse and evaluate practices
- Plan for practice improvement

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:
    - role modelling
    - mentoring
    - facilitation of feedback
    - team management
    - high level report writing and documentation
    - research and analysis
    - effective use of relevant information technology in line with work health and safety (WHS) guidelines

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 is recommended to be conducted on one or more occasion and should reflect a range of information and advice that is disseminated
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

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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
Method of assessment:	• Assessment may include observation, questioning and evidence gathered from the workplace environment, including testimonials from colleagues, portfolios etc

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 facilitation of ongoing case management practice include:	• Professional development and training programs • Practice reviews and audits
Facilitation of ongoing case management practice will be carried out within requirements established by:	• Organisation policy and procedures • Relevant program standards • Service and professional standards, including code of professional ethics or code of practice

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Unit Sector(s)

Not Applicable