



Australian Government

CHCCSM004 Coordinate complex case requirements

Release: 1

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Modification History

Release	Comments
Release 1	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. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements Significant changes to knowledge evidence

Application

This unit describes the skills and knowledge required to coordinate multiple service requirements for clients with complex needs within a case management framework.

Workers at this level work under supervision within established guidelines but take on a team leadership role in the coordination of services and service providers.

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. Establish coordination function

1.1 Work with the client and other services to determine the service provision requirements

1.2 Negotiate collaborative working arrangements for all services involved

1.3 Develop a plan to identify all available services, their appropriateness, timeframes and expected outcomes

1.4 Work with the services to agree coordination requirements and boundaries

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

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

2. Support the client to access multiple services

- 2.1 Identify, implement and maintain duty of care responsibilities
- 2.2 Provide information to the client about the coordination role
- 2.3 Work with the client to establish communication requirements
- 2.4 Assess need and arrange interpreter, according to clients needs
- 2.5 Work with the client and other services to identify barriers to attaining outcomes
- 2.6 Work with the client to prioritise needs and communicate these with service providers
- 2.7 Facilitate case conference and meetings to coordinate responsibilities and roles
- 2.8 Work with other services to minimise client confusion and concerns in a coordinated manner

3. Monitor client progress

- 3.1 Facilitate communication between service providers to identify and manage service duplication
- 3.2 Work with the client and services to monitor progress toward outcomes
- 3.3 Obtain client feedback about services
- 3.4 Identify and implement further support required to meet changing needs and progress towards outcomes

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-bd22cc4f1e53>

Assessment Requirements for CHCCSM004 Coordinate complex case requirements

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- planned and coordinated multiple resources, services and supports for 3 clients with complex needs

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- different approaches and models of case management
- evidence based practice requirements
- a full range of local services and supports available
- 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
- formal meeting processes
- relevant organisation and regulatory standards, policy, procedures, legislation and statutory mandates

- risks and responsibilities relating to duty of care for:
 - children and young people
 - domestic violence
 - suicide
 - elder abuse
- impacts of generational abuse and welfare dependency
- cultural considerations, history, protocols and systems of culturally and linguistically diverse clients and Aboriginal and/or Torres Strait Islander people
- family structure, dynamics, communication and decision-making
- relevant documentation protocols
- range of available services and support
- requirements and boundaries of the coordination role
- issues that cause client confusion, concerns and barriers

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including individualised case plans
- modelling of industry operating conditions, including:
 - scenarios that reflect standard operating conditions and contingencies
 - links to other local service agencies or organisations

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

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