



Australian Government

CHCCSM006 Provide case management supervision

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. Merged CHCCM605 CHCCM504 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 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 work autonomously and are responsible for own outputs within broad but defined organisation guidelines.

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. Develop and promote practice standards

1.1 Develop standards of practice and promote to workers

1.2 Identify strategies for continuous improvement which relate to case management practice and integrate into work systems

1.3 Implement appropriate training and development strategies to maintain currency with accepted best

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practice and relevant legislation

1.4 Work collaboratively with workers to develop individual reflective and ethical practice strategies

2. Support and lead colleagues in case management practice

2.1 Provide support, practice advice and direction consistent with organisation service and professional standards

2.2 Challenge and support worker to ensure casework plans and actions are up to date, evidence based and in line with organisation 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 workers

2.5 Access and apply specialist practice knowledge in the workplace and provide supervision to workers around the achievement of case work objectives

2.6 Advise worker on the full range of legislative provisions relevant to case management, and worker and organisation responsibilities

3. Provide practice 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 organisation processes to collect information from key stakeholders that contributes to continuous improvement

3.3 Update workers on changes to legislation, policy and organisation procedures

3.4 Routinely monitor progress on case plans and recommend changes, as required, to improve outcomes and quality of service delivery

3.5 Implement stakeholder consultation strategies for

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specialist information and options for future action

3.6 Escalate and refer client issues beyond role in accordance with organisation requirements

4. Reflect and improve on own supervision provision

4.1 Evaluate own 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 role in accordance with organisation and role requirements

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 CHCCSM006 Provide case management supervision

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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:

- led and advised at least 2 case workers on a complex case, including
 - providing direction, support, recommendations and advice
 - promoting best practice
 - monitoring case progress

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:

- legal and ethical considerations relevant to case management supervision and how these are applied in organisations and individual practice:
 - duty of care
 - mandatory reporting
 - privacy, confidentiality and disclosure
 - complaints
 - codes of practice and ethics
- theory and practice of case management and supervision

- practice model of supervision
- own value base and belief system
- cultural competence
- culturally specific workers and how to access
- responsibilities and responses to client risks

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
 - interactions with case workers

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

Links

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