



Australian Government

Assessment Requirements for CHCCSM014 Provide case management supervision

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- supervise and collaborate with a group of at least two case workers on a complex case, including:
 - providing direction, support, recommendations and advice
 - promoting best practice
 - monitoring case progress.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- 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 people risks
- organisational policies and procedures for:
 - maintaining documentation
 - gathering information
 - referrals.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational standards, policies and procedures
- use of case management plans
- links to other local service agencies or organisations
- opportunities for engagement with real people involved in case management.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>