



Australian Government

CHCCSM014 Provide case management supervision

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, 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 provide supervision to others according to organisational policies and procedures.

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 or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Case Management

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Follow and promote practice standards.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Follow standards of best practice models and promote to colleagues.
- 1.2. Identify strategies for continuous improvement related to case management practice and integrate into supervision sessions.
- 1.3. Work collaboratively with colleagues to support individual

- reflective and ethical practice strategies.
2. Support colleagues in case management practice.
 - 2.1. Provide support, practice advice and direction consistent with professional legal and ethical industry standards and organisational policies and procedures.
 - 2.2. Challenge and support workers to ensure case management plans and actions are up to date, evidence-based and in line with organisational policies and 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 supervision.
 - 2.5. Access and apply specialist practice knowledge in the workplace and provide supervision to workers in relation to achievement of case management plan objectives.
 - 2.6. Advise worker on the full range of legislative provisions relevant to case management, and worker and organisational responsibilities.
 3. Provide practice, support and 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 organisational policies and procedures for gathering information from key stakeholders that promotes continuous improvement.
 - 3.3. Update workers on changes to legislation, policy and organisational policies and procedures.
 - 3.4. Routinely monitor progress on case management plans and recommend required changes, to improve outcomes and quality of service delivery.
 - 3.5. Implement stakeholder consultation strategies for specialist information and options for future action.
 - 3.6. Escalate and refer person's issues beyond scope of practice and in accordance with organisational policies and procedures.
 4. Reflect and improve on group supervision provision.
 - 4.1. Evaluate group 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 own scope of practice in accordance with organisational policy and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	• listen to understand needs of others.
Writing skills to:	• complete familiar forms.

Unit Mapping Information

Supersedes and is equivalent to CHCCSM006 Provide case management supervision.

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 CHCCSM014 Provide case management supervision

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.

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