



Australian Government

Department of Education, Employment and Workplace Relations

CHCCW402C Implement a case work strategy

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to implement an effective working relationship with clients under a case management framework

Application of the Unit

Application

This unit may apply 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

1. Establish an appropriate *working relationship* with clients

PERFORMANCE CRITERIA

- 1.1 Routinely use effective strategies to ensure:
 - clients identify their needs and goals
 - individual and cultural differences are addressed
 - areas of resistance/conflict are identified and appropriately resolved
 - appropriate levels of consultation are implemented
 - the experience and life skills of the client are appropriately addressed
 - relevant information is collected
- 1.2 Implement processes to reach agreement on meeting procedures, consequences of actions and cooperative relationship
- 1.3 Clarify negotiable and non negotiable aspects of intervention
- 1.4 Define and maintain boundaries between client and worker, including roles, responsibilities and accountabilities, to ensure compliance with statutory requirements and duty of care responsibilities
- 1.5 Implement strategies to ensure all dealings with clients reflect appropriate expression of value systems and consideration of emotional impact of intervention

ELEMENT**PERFORMANCE CRITERIA****2. Promote preventative strategies**

2.1 Provide a full range of opportunities for clients to engage in identification of problems and solutions

2.2 Employ a range of strategies to assist clients to meet specific targets and to gain control over their lives

2.3 Identify, develop and initiate an appropriate range of opportunities in accordance with organisation policies and procedures and client needs

2.4 Encourage and monitor client progress and involvement in activities and take appropriate action to maximise individual skill development

3. Provide a specialist service to clients

3.1 Complete and maintain all appropriate documentation in accordance with organisation and statutory standards and requirements

3.2 Implement procedures to facilitate information sharing between key stakeholders

3.3 Ensure all dealings with the client/s reflect:

- accepted organisation standards of behaviour
- mutual respect
- commitment to information sharing and dissemination
- adherence to agreed plan
- sensitivity to cultural, family and individual differences
- ability to work with the client in the *context* of the family and broader community
- application of the organisation's philosophy
- compliance with statutory requirements and duty of care responsibilities

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:

- Relevant policy, procedures and legislation
- Cultural protocols and systems
- Statutory requirements
- Group processes
- Appropriate social work theories
- Client worker relationships
- Range of services - programs available

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Facilitate exploration of issues
- Establish role definitions
- Identify and work constructively with conflict and resistance
- Monitor own positions and reactions
- Clarify differences in perception
- Undertake problem exploration within a pro active framework

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:

- Devise and develop tasks to help clients understanding and problem solving efforts
- Demonstrate application of skills in:

REQUIRED SKILLS AND KNOWLEDGE

- working with conflict, resistance and levels of risk
- empathy, engagement and rapport building
- effective listening
- goal clarification
- communicating interest, respect and concern
- articulating clearly boundaries of own role
- recognising signs and triggers for dependency
- constructive use of personal and professional authority and influence to support or confront
- interpersonal relationship

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 will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions

EVIDENCE GUIDE

- 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
- Context of and specific resources for assessment:*
- This unit can be delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment of this unit include access to:
 - an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, questioning or evidence gathered from the workplace

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 of working with clients include:

- Contact with a service on a voluntary or involuntary basis
- Contact with a statutory activity e.g. Notification, first juvenile offence
- Within an intervention
- Within a support activity or service

Working relationship will be within requirements established by:

- Commonwealth and state legislation
- International conventions relating to the rights of children and young persons
- Organisation policy and procedures
- Relevant program standards
- Organisation codes of conduct, ethics

Unit Sector(s)

Not Applicable