

## CHCSS00073 Case Management Skills Set (12 weeks)

Learn or refresh your skills to confidently apply case management skills required to coordinate multiple service requirements for clients with complex needs in the Ageing, Disability (NDIS), Health and Community, DSS and Mental Health sectors framework. Case management is a collaborative process designed to help an individual client to achieve a specified goal in wellness and re-ablement through supported care. It provides generalised leadership and management skills suitable for current coordinators or case managers within the sector. This course is also a valuable skillset for registered nurses, counsellors, and health care professionals;

- ✓ Correctly negotiate collaborative working arrangements for all services involved
- ✓ Work with the client and other services to identify barriers to attaining outcomes
- ✓ Meeting the clients changing needs and monitoring the progress
- ✓ Determining appropriate case management processes in accordance with organisational and legislative requirements
- ✓ How to effectively develop rapport and maintain boundaries of service delivery
- ✓ Identifying client's strengths, abilities goals and developing an agreed approach
- ✓ Monitor, interventions available and review case work activities and processes
- ✓ Identify and prepare assessment tools and processes according to organisation policy
- ✓ Identify and analyse complex, multiple and interrelated issues
- ✓ Evaluate internal capability and other service networks to determine best fit for client
- ✓ Document the outcomes of the assessment process according to organisation procedures
- ✓ Seek feedback, evaluate assessment and referral processes
- ✓ Identify strategies for continuous improvement and integrate into work systems
- ✓ Advise, support and lead colleagues strategies to maximise program effectiveness
- ✓ Reflect and improve on own supervision provision.

### Target Group

This skill set is for people working in various care and support roles in the community services or health sector who wish to develop or broaden their skills in case management and has been endorsed by industry as suitable for individuals who hold a qualification at Certificate III level or higher or have skills equivalent in an area involving provision of direct client care or support. To be a successful Case Manager you need the skills in counselling of clients to coordinate services, communicate with stakeholders, manage risk, follow occupational health and safety requirements, and many other matters specific to the case management processes.

### Core units (4)

CHCCSM004	Coordinate complex case requirements
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCCCS004	Assess co-existing needs
CHCCSM006	Provide case management supervision

CHCSS00073 Case Management Skills Set - Course Outline V1.0 220222

**HEAD OFFICE**  
1/72 Carwar Avenue,  
Carss Park NSW 2221  
1300 327 434

**ARNCLIFFE**  
1-2/35 Forest Road,  
Arncliffe NSW 2216

**EARLY YEARS SUPPORT**  
17B Casuarina Road,  
Gymea Bay NSW 2227

**HOME MODIFICATIONS  
AND MAINTENANCE**  
Builders Licence 298633C

**MENAI**  
34-40 Allison Crescent,  
Menai NSW 2234

**OATLEY**  
161 Hurstville Road,  
Oatley NSW 2223

**PENSHURST**  
23 St Georges Road,  
Penshurst NSW 2222

**YOUTHZONE**  
18 Treacy Street,  
Hurstville NSW 2220

ABN. 96 039 601 269  
ACN. 607053 127  
RTO. 41056

To achieve this course outcome, the candidate must have competently completed both units as per the 'Assessment Requirements' of the units of competency. A Statement of Attainment will be supplied for all units competently completed. These units provide credit towards a range of qualifications in the CHC Community Services Training Package and HLT Health Training Package at Certificate IV and Diploma levels.

### Mode of delivery: Face to face (Every 3 weeks)

- Workshop 1 - Coordinate complex case requirements
  - Tuesday 25<sup>th</sup> May 2021 9.30 am to 4.30 pm
- Workshop 2 - Develop, facilitate and review all aspects of case management
  - Tuesday 15<sup>th</sup> June 2021 9.30 am to 4.30 pm
- Workshop 3 – Assess co-existing needs
  - Tuesday 6<sup>th</sup> July 2021 9.30 am to 4.30 pm
- Workshop 4 – Provide case management supervision
  - Tuesday 27<sup>th</sup> July 2021 9.30 am to 4.30 pm

**Venue:** 23 St Georges Rd Penshurst NSW 2222 (All day parking available onsite and on the street)

### Course Structure:

- A Language, Literacy & Numeracy (LLN) assessment will need to be completed (online)
- A Unique Student Identifier (USI) is required (Can be done upon course registration)
- Online enrolment and LLN to be completed before COB 5<sup>th</sup> May 2021
- Practical 'Performance Tasks' – can be done during workshops as simulated scenario
- Third Party Supervisor sign off – can be signed off by employer if workplace relevant
- Submitted assessment feedback will be available at the next session if not before
- Re-submits may be necessary if 'Not Yet Competent' (NYC)
- Statement of Attainments will take 3 weeks to process (sent digitally to supplied emails)

### Career Pathways:

Case worker - Case managers are social service workers who coordinate care for their clients.

Case Manager - A Case Manager is responsible for helping their client to solve a complex series of problems or coordinate a series of moving parts to one big problem. Solving these problems will usually enhance the client's quality of life.

Care/Patient Coordinator - A Care Coordinator is a trained health professional that helps to manage a patient's care, for example, the elderly or disabled. They monitor and coordinate patients' treatment plans, educate them about their condition, connect them with health care providers, and evaluate their progress.

Family Support Worker - A family support worker is assigned to at-risk clients through governmental or social service agencies. They assess the needs of the family, help resolve issues and promote wellbeing, human rights and social justice.

Group Facilitator - A group facilitator might run a range of support groups for those that may need help. They act as a friendly face for community members to talk to. This role can help groups facilitate members' requests and allows for people to meet up and keep a positive mind.

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### Education Pathways:

- CHC43115 CIV in Disability
- CHC43015 CIV in Ageing Support
- CHC52015 Diploma of Community Services

### Course Fee:

\$800.00 (payment plan options available)

*\*If you choose a payment plan option and complete the course before the maximum time stipulation, you will have to pay the remaining balance before collection of your certificate.*

### Bookings or enquiries:

Email: [training@3Bridges.org.au](mailto:training@3Bridges.org.au)

Phone: 02 8558 4044

*\*Course delivery mode, dates and times may be subject to change due to COVID-19*

*\*Course structure subject to change (for individual reasonable adjustment)*

*\*Hardcopy of Statement of Attainment results available for \$30 per learner.*

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