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## **Case Manager Advanced Job Profile**

### **CHCADMIN5C Work within the administration protocols of the organisation**

#### **Elements**

Complete workplace forms and documents  
Store and maintain organisational information  
Use and maintain equipment and machines  
Manage inquiries in accordance with organisational policy and protocol

### **CHCINF3B Coordinate information systems**

#### **Elements**

Gather and record information  
Prepare and present reports  
Supervise processes for collection, use, storage and dissemination of information

### **BSBFLM503A Establish effective workplace relationships**

#### **Elements**

Gather, convey and receive information and ideas  
Develop trust and confidence  
Build and maintain networks and relationships  
Manage difficulties to achieve positive outcomes

### **CHCORG6B Coordinate the work environment**

#### **Elements**

Contribute to and promote effective work practices  
Promote effective workplace relations  
Facilitate work group activities  
Develop and implement staffing processes as required  
Advocate for workplace health and safety and fair employment practices

### **CHCORG28A Reflect and improve upon professional practice**

#### **Elements**

Reflect upon own practice  
Ensure continuing self-support and supervision  
Operate within an agreed ethical code of practice

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## **CHCPOL2A Contribute to policy development**

### **Elements**

Review existing policies  
Contribute to research for policy advice  
Provide briefing materials on policy issues  
Promote informed policy debate

## **CHCOHS301A Participate in workplace safety procedures**

### **Elements**

Identify hazards and assess risk.  
Follow procedures and strategies for risk control.  
Contribute to OHS in the workplace.

## **CHCORG27A Provide mentoring support to colleagues**

### **Elements**

Establish a relationship with mentoree  
Offer mentoring support

## **BSBFLM510A Facilitate and capitalise on change and innovation**

### **Elements**

Participate in planning the introduction of change  
Develop creative and flexible approaches and solutions  
Manage emerging challenges and opportunities

## **CHCNET3B Develop new networks**

### **Elements**

Develop and maintain appropriate networks  
Reflect social and cultural awareness in developing and maintaining networks

## **CHCAD2C Support the interests, rights and needs of clients within duty of care requirements**

### **Elements**

Provide support to client for the realisation of their interests, rights and needs within job roles and responsibilities  
Support and safeguard the interests and rights of clients

## **CHCCS602A Work with families of clients**

### **Elements**

Assess family needs  
Plan and implement ongoing processes and strategies  
Implement specific strategies for children of people with disabilities

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### **CHCCS601A Work with clients with unique needs**

#### **Elements**

Conduct complex assessment  
Design and apply appropriate strategies and program(s)  
Monitor and evaluate the plan

### **CHCDIS16A Provide advanced behaviour support**

#### **Elements**

Demonstrate an understanding of the influence and purpose of behaviour  
Assess problem behaviour  
Develop multi-element support plans to meet individual needs

### **CHCCIC12C Plan and implement the inclusion of children with additional needs**

#### **Elements**

Identify children with additional needs  
Develop a plan for inclusion  
Implement strategies to meet the child's additional needs  
Consult with others about ongoing issues that arise  
Monitor and review strategies

### **CHCMH4C Provide non-clinical services to people with mental health issues**

#### **Elements**

Assess the needs and issues of clients  
Establish goals of service provision with the client  
Provide non-clinical services to meet client needs  
Review progress with the client  
Use self-protection strategies

### **CHCCW11B Operate under a casework framework**

#### **Elements**

Establish an appropriate working relationship with clients  
Uphold the rights and responsibilities of clients

### **CHCDIS3C Provide services to people with disabilities**

#### **Elements**

Assist the person with a disability to identify and meet their needs  
Respond to changes in the needs of a person with a disability  
Support or assist the person with a disability to meet their personal needs

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**CHCCM3B Develop, facilitate and monitor all aspects of case management**

**Elements**

Conduct case management meetings  
Develop an appropriate approach to case management  
Develop an appropriate case management plan  
Manage case work activities and processes

**CHCCM5B Develop practice standards**

**Elements**

Promote practice standards  
Provide casework consultancy to promote best practice

**CHCCS405A Work effectively with culturally diverse clients and co-workers**

**Elements**

Apply an awareness of culture as a factor in all human behaviour  
Contribute to the development of relationships based on cultural diversity  
Communicate effectively with culturally diverse persons  
Resolve cross-cultural misunderstandings

**CHCDIS2C Maintain an environment designed to empower people with disabilities**

**Elements**

Work to enhance the independence and self-determination of the person with a disability  
Foster the independence of a person with a disability  
Contribute to the development and review of policy and legislation related to disabilities and disability services  
Recognise and accommodate the expressions of identity and sexuality of a person with a disability

**CHCCOM3C Utilise specialist communication skills to build strong relationships**

**Elements**

Identify appropriate communication strategies to meet the needs of clients and colleagues and build strong relationships  
Conduct effective communication with clients and staff  
Contribute to the development of effective communication strategies  
Represent the organisation to a range of groups  
Apply specific communication techniques to assist in resolving conflict  
Implement mechanisms that facilitate group discussions

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## **SPECIALIST COMPETENCIES**

### **CHCAC3C Orientation to Aged Care work**

#### **Elements**

Demonstrate an understanding of the structure and profile of the aged care sector

Demonstrate a commitment to the philosophy of 'positive ageing'

Support the rights and interests of older persons

### **CHCAOD2C Orientation to the alcohol and other drugs sector**

#### **Elements**

Work within the context of the alcohol and other drugs sector

Develop knowledge of the alcohol and other drugs sector

Demonstrate commitment to the central philosophies of the alcohol and other drugs sector

### **CHCMH1B Orientation to the mental health sector**

#### **Elements**

Work within the context of the mental health sector

Develop knowledge of the mental health sector

Demonstrate commitment to the central philosophies of the mental health sector

Work with people from culturally and linguistically diverse backgrounds

### **CHCCD2B Provide community education projects**

#### **Elements**

Develop the education project

Deliver the education project

Review the education project

### **CHCYTH1C Work effectively with young people**

#### **Elements**

Develop a professional rapport with young people

Address issues associated with the culture of young people

Recognise that youth culture is distinctive

### **CSOFM013A Implement a planned approach to offender management**

#### **Elements**

Assess offender's potential and needs relating to offending behaviour

Develop plan to achieve offender goals

Implement offender management plans

Monitor and review offender progress

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## **CSORG004A Prepare reports for justice agencies**

### **Elements**

Maintain current information  
Prepare reports

## **BSBMGT609A Manage risk**

### **Elements**

Develop risk management plan  
Implement risk management plan  
Evaluate risk management plan

## **PSPREG410A Give evidence**

### **Elements**

Prepare for proceedings  
Present evidence  
Follow up outcomes of proceedings

## **CHCORG9B Manage projects and strategies**

### **Elements**

Consider the need and scope for the project/strategy  
Prepare a project plan  
Identify and acquire resources to make implementation of the project possible  
Promote and advertise project/strategy  
Manage implementation of project/strategy  
Evaluate and report on project/strategy

## **CUSGEN5A Make presentations**

### **Elements**

Plan and prepare for the presentation  
Make presentations  
Evaluate presentations