
Case Manager 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

CHCINF2B Maintain organisation's information systems Elements

Maintain accurate records
Handle organisational correspondence
Provide information as required

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

CHCORG3B Participate in the work environment Elements

Work to achieve identified outcomes
Establish and maintain appropriate work relationships
Facilitate operation of the workgroup
Review and develop own performance

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

CHCPOL1A Participate in policy development Elements

Assist in the policy development of the organisation
Contribute to the collection of data for research purposes

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

CHCNET2B Maintain effective networks

Elements

Develop cooperative working relationships and strategic alliances with other organisations
Represent the organisation
Maintain networks

CHCCD1B Support community participation

Elements

Work with individuals and the community to promote participation
Support existing community activities

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

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

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

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

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

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

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