

# Unit mapping

**KQ: Knowledge questions**

**KQ**

**PA**

**PA: Practical assessment – Task (T), Workplace Skills (WS)**

## Elements and performance criteria

### E 1 Follow and promote practice standards

PC 1.1	Follow standards of best practice models and promote to colleagues.	Q 1.1	T 1a
PC 1.2	Identify strategies for continuous improvement related to case management practice and integrate into supervision sessions.	Q 1.2	T 1b
PC 1.3	Work collaboratively with colleagues to support individual reflective and ethical practice strategies.	Q 1.3	T 5d

### E 2 Support colleagues in case management practice

PC 2.1	Provide support, practice advice and direction consistent with professional legal and ethical industry standards and organisational policies and procedures.	Q 2.1 Q 2.2	T 2e
PC 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.	Q 2.3	T 1e T 2g T 3b T 3e T 3f
PC 2.3	Implement strategies to provide workers with access to casework consultation with other workers to maximise their effectiveness.	Q 2.4	T 4a T 4b
PC 2.4	Implement strategies to provide workers with access to, and consultation with, culturally specific supervision.	Q 2.5.a Q 2.5.b Q 2.6 Q 2.7	T 5a-d
PC 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.	Q 2.8	T 1d T 2b T 2f
PC 2.6	Advise worker on the full range of legislative provisions relevant to case management, and worker and organisational responsibilities.	Q 2.9 Q 2.10 Q 2.11.a Q 2.11.b Q 2.11.c	T 1c

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**E 3 Provide practice, support and advice on complex cases**

PC 3.1	Analyse and assess case management plans and provide feedback and advice in relation to options for implementation and further development.	Q 3.1 Q 3.2 Q 3.3	T 3a T 3d
PC 3.2	Advise workers on organisational policies and procedures for gathering information from key stakeholders that promotes continuous improvement.	Q 3.4 Q 3.5	T 1c
PC 3.3	Update workers on changes to legislation, policy and organisational policies and procedures.	Q 3.6	T 2d
PC 3.4	Routinely monitor progress on case management plans and recommend required changes, to improve outcomes and quality of service delivery.	Q 3.7	T 3c T 3d
PC 3.5	Implement stakeholder consultation strategies for specialist information and options for future action.	Q 3.8 Q 3.9 Q 3.10	T 2b
PC 3.6	Escalate and refer person's issues beyond scope of practice and in accordance with organisational policies and procedures.	Q 3.11	T 6a T 6b

**E 4 Reflect and improve on group supervision provision**

PC 4.1	Evaluate group supervision in consultation with peers and senior colleagues.	Q 4.1	T 7a
PC 4.2	Identify areas for improvement and opportunities for development.	Q 4.2	T 7b T 7c
PC 4.3	Escalate and refer supervision issues beyond own scope of practice in accordance with organisational policy and procedures.	Q 4.3 Q 4.4	T 7d T 7e

### Knowledge evidence

KE 1	Legal and ethical considerations relevant to case management supervision and how these are applied in organisations and individual practice:	
	▪ duty of care	Q 2.10
	▪ mandatory reporting	Q 2.11.a
	▪ privacy, confidentiality and disclosure	Q 2.11.b
	▪ complaints	Q 2.2
	▪ codes of practice and ethics	Q 2.11.c
KE 2	Theory and practice of case management and supervision	Q 3.1 Q 3.2
KE 3	Practice model of supervision	Q 1.1
KE 4	Own value base and belief system	Q 2.5.a Q 2.5.b
KE 5	Cultural competence	Q 2.6
KE 6	Culturally specific workers and how to access	Q 2.7
KE 7	Responsibilities and responses to people risks	Q 5.1
KE 8	Organisational policies and procedures for:	
	▪ maintaining documentation	Q 3.9
	▪ gathering information	Q 3.5 Q 3.10
	▪ referrals	Q 3.11

### Performance evidence

PE 1	Supervise and collaborate with a group of at least two case workers on a complex case, including:	
	<ul style="list-style-type: none"> <li>providing direction, support, recommendations and advice</li> </ul>	T 1a-e T 2a-g T 3a-f
	<ul style="list-style-type: none"> <li>promoting best practice</li> </ul>	T 1a-e T 2a-g T 3a-f
	<ul style="list-style-type: none"> <li>monitoring case progress</li> </ul>	T 3a-f

### Foundation skills

FS 1	Oral communication skills to:	T 5c
	<ul style="list-style-type: none"> <li>listen to understand needs of others</li> </ul>	T 6a T 7a
FS 2	Writing skills to:	T 1e
	<ul style="list-style-type: none"> <li>complete familiar forms</li> </ul>	T 2b T 3d T 7e