Unit Outline (Higher Education)

Institute / School:	Institute of Education, Arts & Community
Unit Title:	MODELS OF CASE MANAGEMENT
Unit ID:	CHSUG2004
Credit Points:	15.00
Prerequisite(s):	(CHSUG1002 or CHSUG1003 or WELSI1003)
Co-requisite(s):	Nil
Exclusion(s):	(WELSI2101)
ASCED:	090515

Description of the Unit:

This unit supports students to develop a critical awareness and knowledge of the models of practice used in case management in social work and community and human services across diverse fields and areas of practice. Emphasis is placed on building skill in the different interventions used in case management, particularly as it related to complex case issues. By the end of the course students will be developing engagement and communication skills specific to welfare case management as well as skills in assessment and review, case planning and strategies for inter and intra agency networking to support effective case management. Students will apply theories and models of practice to underpin their case management practice through the use of case studies.

Grade Scheme: Graded (HD, D, C, P, MF, F, XF)

Work Experience:

No work experience: Student is not undertaking work experience in industry.

Placement Component: No

Supplementary Assessment: Yes

Where supplementary assessment is available a student must have failed overall in the Unit but gained a final mark of 45 per cent or above, has completed all major assessment tasks (including all sub-components where a task has multiple parts) as specified in the Unit Description and is not eligible for any other form of supplementary assessment

Course Level:

Level of Unit in Course	AQF Level of Course					
	5	6	7	8	9	10
Introductory						
Intermediate			✔			
Advanced						

Learning Outcomes:

Knowledge:

K1. Critically review different theories and models of practice used in case management.

K2. Identify and examine a range of assessment frameworks and interventions used in case management.

K3. Explore the socio-political context of case management practice and current trends.

K4. Identify and examine the basic roles and ethical responsibilities of case management professionals.

K5. Explore and examine the impact of policy, organisational and legislative frameworks on case management practice.

K6. Develop knowledge of all stages of the case management process including engagement, assessment, intervention and endings.

Skills:

S1. Utilise theories and models of practice to inform choice of assessment and intervention strategies.

S2. Engage and communicate effectively in case management settings.

S3. Plan for all stages of the case management process including engagement, assessment, intervention and ending.

S4. Analyse cases in relation to contextual issues, current trends, and policy/legislative frameworks.

S5. Apply case management models to case studies in a range of areas of practice.

S6. Apply relevant ethical, policy, and legislative frameworks to case management scenarios.

Application of knowledge and skills:

A1. Analyse the complexity of systems and structures that impact on case management and how to apply models and frameworks to address these barriers.

A2. Apply a range of theoretical approaches, a range of models of practice and a variety of approaches to appropriate fields of practice.

A3. Communicate effectively to engage with a diverse range of clients and professionals.

Unit Content:

Topics may include:

- Introduction to case management:
  - What is case management /case work/ case co-ordination?
  - Historical development of case management and contemporary socio-political context
  - Current issues and trends
  - Delivery of case management in a range of areas of practice such as family violence, mental health, aged care, youth, alcohol and other drugs, and diverse cultural groups.
- Roles and skills of case managers:
  - A range of skills required in case management practice including assessment, case planning, goal setting, case recording, collaboration, advocacy etc.
  - Ethical roles and responsibilities such as confidentiality, informed consent, and boundaries

- The use of policy, programmatic and legislative frameworks
    - The use of theories and models of practice in case management practice.
- Stages of the case management process:
    - Engagement
    - Assessment
    - Intervention
    - Endings.

FEDTASKS

Federation University Federation recognises that students require key transferable employability skills to prepare them for their future workplace and society. FEDTASKS (**T**ransferable **A**ttributes **S**kills and **K**nowledge) provide a targeted focus on five key transferable Attributes, Skills, and Knowledge that are be embedded within curriculum, developed gradually towards successful measures and interlinked with cross-discipline and Co-operative Learning opportunities. *One or more FEDTASK, transferable Attributes, Skills or Knowledge must be evident in the specified learning outcomes and assessment for each FedUni Unit, and all must be directly assessed in each Course.*

FEDTASK attribute and descriptor		Development and acquisition of FEDTASKS in the Unit	
		Learning Outcomes (KSA)	Assessment task (AT#)
FEDTASK 1 Interpersonal	Students will demonstrate the ability to effectively communicate, inter-act and work with others both individually and in groups. Students will be required to display skills in-person and/or online in: • Using effective verbal and non-verbal communication • Listening for meaning and influencing via active listening • Showing empathy for others • Negotiating and demonstrating conflict resolution skills • Working respectfully in cross-cultural and diverse teams.	A3,S2, S3, S5, K2,K6	AT1,AT3
FEDTASK 2 Leadership	Students will demonstrate the ability to apply professional skills and behaviours in leading others. Students will be required to display skills in: • Creating a collegial environment • Showing self -awareness and the ability to self-reflect • Inspiring and convincing others • Making informed decisions • Displaying initiative	A2, A3, K2,K6, S5	AT1,AT2

FEDTASK attribute and descriptor		Development and acquisition of FEDTASKS in the Unit	
		Learning Outcomes (KSA)	Assessment task (AT#)
FEDTASK 3 Critical Thinking and Creativity	Students will demonstrate an ability to work in complexity and ambiguity using the imagination to create new ideas. Students will be required to display skills in: • Reflecting critically • Evaluating ideas, concepts and information • Considering alternative perspectives to refine ideas • Challenging conventional thinking to clarify concepts • Forming creative solutions in problem solving.	K1,K2, K3,S4	AT1,AT2
FEDTASK 4 Digital Literacy	Students will demonstrate the ability to work fluently across a range of tools, platforms and applications to achieve a range of tasks. Students will be required to display skills in: • Finding, evaluating, managing, curating, organising and sharing digital information • Collating, managing, accessing and using digital data securely • Receiving and responding to messages in a range of digital media • Contributing actively to digital teams and working groups • Participating in and benefiting from digital learning opportunities.	S3,S4,A1, K5	AT1,AT3
FEDTASK 5 Sustainable and Ethical Mindset	Students will demonstrate the ability to consider and assess the consequences and impact of ideas and actions in enacting ethical and sustainable decisions. Students will be required to display skills in: • Making informed judgments that consider the impact of devising solutions in global economic environmental and societal contexts • Committing to social responsibility as a professional and a citizen • Evaluating ethical, socially responsible and/or sustainable challenges and generating and articulating responses • Embracing lifelong, life-wide and life-deep learning to be open to diverse others • Implementing required actions to foster sustainability in their professional and personal life.	S5, S6,K3, K4,A2	AT2,AT3

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Tasks	Assessment Type	Weighting
K1, K2, K4, K5, K6, S1, S3, S4, S5, S6, A1, A2, A3	Develop key elements of the case management process	Case management portfolio	30-50%
K1, K2, K3, K5, S1, S4, S5, S6, A2	Critique case management within a specific field of practice	Research report	20-40%
K3, K4, K5, S2, S4, S6, A1, A3	Explore current issues and debates in various fields and areas of practice, including ethical, legislative or organisational trends impacting upon case management practice	Presentation (in class or via Virtual Classrooms/video)	15-30%

Adopted Reference Style:

APA

Refer to the library website for more information

Fed Cite - referencing tool