



Course Outline (Higher Education)

School:	School of Arts
Course Title:	MODELS OF CASE MANAGEMENT
Course 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 Course :

This course supports students to develop a critical awareness and knowledge of the models of practice used in case management in the 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, etc.)

Supplementary Assessment: Yes

Where supplementary assessment is available a student must have failed overall in the course but gained a final mark of 45 per cent or above and submitted all major assessment tasks..

Program Level:

Level of course in Program	AQF Level of Program					
	5	6	7	8	9	10
Introductory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

Course 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.

Values:

- V1.** Identification and application of the code of ethics including self-determination, non-judgmental attitudes, and confidentiality
- V2.** Reflect upon own values, professional values and their influence on professional practice
- V3.** Appreciate principles of self-directed learning in co-operative learning environment, demonstrating respect for students and staff.

Graduate Attributes

The Federation University FedUni graduate attributes (GA) are entrenched in the Higher Education Graduate Attributes Policy (LT1228). FedUni graduates develop these graduate attributes through their engagement in explicit learning and teaching and assessment tasks that are embedded in all FedUni programs. Graduate attribute attainment typically follows an incremental development process mapped through program progression. **One or more graduate attributes must be evident in the specified learning outcomes and assessment for each FedUni course, and all attributes must be directly assessed in each program**

Graduate attribute and descriptor		Development and acquisition of GAs in the course			
		Learning Outcomes (KSA)	Code A. Direct B. Indirect N/A Not addressed	Assessment task (AT#)	Code A. Certain B. Likely C. Possible N/A Not likely
GA 1 Thinkers	Our graduates are curious, reflective and critical. Able to analyse the world in a way that generates valued insights, they are change makers seeking and creating new solutions.	K1, K2, A1, A2	A, A, B, B	AT1, AT3	B, B
GA 2 Innovators	Our graduates have ideas and are able to realise their dreams. They think and act creatively to achieve and inspire positive change.	K2, S1, S5	A, A, B	Not applicable	Not applicable
GA 3 Citizens	Our graduates engage in socially and culturally appropriate ways to advance individual, community and global well-being. They are socially and environmentally aware, acting ethically, equitably and compassionately.	K3, K5, S4, S6	B, A, B, B	AT1, AT2	B, B
GA 4 Communicators	Our graduates create, exchange, impart and convey information, ideas, and concepts effectively. They are respectful, inclusive and empathetic towards their audience, and express thoughts, feelings and information in ways that help others to understand.	S2, A3	A, A	AT3	B
GA 5 Leaders	Our graduates display and promote positive behaviours, and aspire to make a difference. They act with integrity, are receptive to alternatives and foster sustainable and resilient practices.	K4	A	Not applicable	Not applicable

Learning Task and Assessment:

Learning Outcomes Assessed	Learning 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