

School / Faculty: Faculty of Education and Arts

Course Title: MODELS OF CASE MANAGEMENT

Course ID: WELSI2101

Credit Points: 15.00

Prerequisite(s): (Any two Welfare or two Psychology courses)

Co-requisite(s): Nil

Exclusion(s): Nil

ASCED Code: 090515

Grading Scheme: Graded (HD, D, C, etc.)

Program Level:

AQF Level of Program						
	5	6	7	8	9	10
Level						
Introductory	■	■	■	■	■	■
Intermediate	■	■	✓	■	■	■
Advanced	■	■	■	■	■	■

Learning Outcomes:

Knowledge:

- K1.** Critically review different models of practice used in case management
- K2.** Identify different interventions used in case management
- K3.** Awareness of diverse approaches to case management across different fields of practice
- K4.** Appraisal of the complexity of case management when working with dual diagnoses and complex client issues
- K5.** The knowledge base required to identify contextual issues that impact on case management practice across fields of practice
- K6.** The knowledge base required to identify policy, organizational and legislative frameworks that impact on case management practice
- K7.** Knowledge of the basic roles and ethical responsibilities of professionals relevant to case management
- K8.** Recognition of the individual, biological, family, social, environmental and structural factors that should be considered when working with client groups and choosing intervention strategies

Skills:

- S1.** Evaluate the usefulness of different models of case management practice across different fields of practice and with different client groups

Course Outline (Higher Education)

WELSI2101 MODELS OF CASE MANAGEMENT

- S2.** Develop engagement and communication skills in the case management setting
- S3.** Develop skills in assessment and review, case planning, running case and care planning meetings and delivering appropriate intervention strategies
- S4.** Examine inter and intra agency networking
- S5.** Analyse cases in relation to models of practice, including the professional ethics and responsibilities of welfare workers
- S6.** Negotiate client outcomes in a multidisciplinary and multi-agency environment
- S7.** Utilise a process model for intervention for assessment and intervention
- S8.** Apply case management models to cases presented in class
- S9.** Demonstrate written and verbal communication skills appropriate to case management including report and file note writing

Application of knowledge and skills:

- A1.** Ability to analyse the complexity of systems and structures that impact on case management and how to apply models and frameworks to address these barriers
- A2.** Ability to apply a range of theoretical approaches, a range of models of practice and a variety of approaches to the appropriate field of practice
- A3.** Ability to apply theory to practice
- A4.** Capacity to communicate effectively and to engage with client groups in a range of circumstances

Course Content:

Topics may include:

- Models of case management in welfare
- Historical and contemporary development of case management models
- Policy and programmatic issues in case management
- The impact of legislative frameworks on case management
- Delivering case management in different fields of welfare practice
- Current issues and debates in case management
- Skills in case management delivery such as assessment and referral, interviewing, case planning and goals setting, file note writing, meeting organisation and facilitation and review
- Skills in coordination, advocacy, client support, mediation, negotiation, networking, action planning relevant to case management in different settings
- Ethical issues in case management planning and service delivery

Course Outline (Higher Education)

WELSI2101 MODELS OF CASE MANAGEMENT

- Negotiating client outcomes in a multidisciplinary team and multi-agency environment.

Values and Graduate Attributes:

Values:

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

Graduate Attributes:

graduate attributes statement. To have graduates with knowledge, skills and competence that enable them to stand out as critical, creative and enquiring learners who are capable, flexible and work ready, and responsible, ethical and engaged citizens.

Attribute	Brief Description	Focus
Knowledge, skills and competence	Encourages students to develop analytical and reflective skills in regards to a diversity of theoretical approaches, case management models and intervention strategies	High
Critical, creative and enquiring learners	Capacity to develop skills in independent learning	Medium
Capable, flexible and work ready	Ability to engage with contemporary debates about current issues in the welfare sector	Medium
Responsible, ethical and engaged citizens	Encourages students to foster socially just attitudes regarding the welfare field	High

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1, K2, K3, K8, S1, S3, S5, S6, S7, S9, A1, A2, A3, A4	To demonstrate a capacity to deliver key elements of the case management process	Case management portfolio	30-50%
K1, K2, K3, K8, S1, S3, S5, S6, S7, S9, A1, A2, A3, A4	To understand case management within a specific field of practice	Research report	15-30%
K1, K2, K3, K4, K5, K6, K7, K8, S1, S2, S3, S4, S5, S6, S7, S8, S9, A1, A2, A3, A4	To demonstrate knowledge of policy, legislation, approaches relevant to case management	Exam	20-40%

Adopted Reference Style:

APA