Course Outline (Higher Education)

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:

<table>
<thead>
<tr>
<th>AQF Level of Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
</tr>
<tr>
<td>Level</td>
</tr>
<tr>
<td>Introductory</td>
</tr>
<tr>
<td>Intermediate</td>
</tr>
<tr>
<td>Advanced</td>
</tr>
</tbody>
</table>

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.

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

Learning Task and Assessment:

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

Adopted Reference Style:

APA