

Course Outline

Diploma of Community Services (Case Management)

Code: CHC52008

This qualification applies to workers who deliver case management and case work intervention services to clients and who work under broad direction from senior managers.

Occupational titles may include

Case coordinator

Care coordinator

Care manager

Entry requirements

To gain entry into CHC52008 Diploma of Community Services (Case Management) it is recommended that candidates have relevant work experience or a qualification that indicates likely success at this level of qualification in a job role involving:

- The self directed application of knowledge with substantial depth in some areas
- The exercise of independent judgment and decision making
- The application of relevant technical and other skills.

or, Certificate IV Community Service graduates, Aged Care worker, Disability, Alcohol and Drugs or Mental Health.

PACKAGING RULES

16 units must be selected for this qualification including:

- 12 compulsory units *plus*
- 4 elective units

Compulsory units

CHCCM503C	Develop, facilitate and monitor all aspects of case management
CHCCM504C	Promote high quality case management
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCCS416A	Assess and provide services for clients with complex needs
CHCCW503A	Work intensively with clients
CHCICS406A	Support client self-management
CHCLD415A	Confirm client developmental status
CHCLD515A	Analyse client information for service planning and delivery (<i>Note pre-requisite CHCLD415A</i>)
CHCNET404A	Facilitate links with other services
CHCORG428A	Reflect on and improve own professional practice
HLTOHS300A	Contribute to OHS processes

Elective Units

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs. State Enterprise Training will be offering the following pool of elective units for this

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

Community work

CHCAD504A	Provide advocacy and representation services
CHCCD505D	Develop community resources
CHCCD514A	Implement community development strategies
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

Client support

CHCCS305A	Assist clients with medication
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCCS521A	Assess and respond to individuals at risk of suicide
CHCDIS405A	Facilitate skills development and maintenance
CHCICS403A	Conduct individual assessment
CHCICS404A	Plan and provide advanced behaviour support
CHCICS410A	Support relationships with carers and families
HLTAP301A	Recognise healthy body systems in a health care context

Working with older people

CHCAC417A	Implement interventions with older people at risk of falls
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Working with people with disabilities

CHCDIS301A	Work effectively with people with a disability
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Working with people with mental health issues

CHCMH402A	Apply understanding of mental health issues and recovery processes
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Coordination and management

CHCCM605C	Develop practice standards
CHCCS502A	Maintain legal and ethical work practices
CHCINF505C	Meet statutory and organisation information requirements
CHCORG406A	Supervise work
CHCORG506C	Coordinate the work environment
CHCORG609C	Manage projects and strategies

DELIVERY

On-site at your work place (Tasmania)

An assessor is on site at your workplace every four weeks conducting personal tuition.

Distance

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email

Loyalty upgrade program

This program is offered to existing SET clients who have completed a qualification with SET and would like to upgrade to the next level of qualifications