

## COUNSELLING & CLIENT WORK COURSES

# EFFECTIVE CASE MANAGEMENT & COLLABORATIVE CARE

### Course overview

This training program will improve participants' knowledge, skills and confidence in all aspects of case management and collaborative care.

### Who will benefit from this course?

Anyone working in diverse community and health sector services and roles such as: employment / rehabilitation counsellors, case managers, case workers, client advocates, support workers or those in an advice and referral role.

**DURATION:** 1 Day

**FEE:** Varies depending on venue, sector, numbers & service provided

**IN-HOUSE TRAINING:** By arrangement with your organisation

**CUSTOMISED TRAINING:** To meet the specific requirements of your service and sector

**VENUE:** Available **Australia-wide including remote & regional areas**

Discounts for NGOs

### Course content

- Definition of case management and collaborative care models, practice, framework, steps and stages, key components, benefits and roles.
- Case management and collaborative care objectives and how these 'fit' with your organisation's aims, vision, purpose and funder requirements.
- Best practice approaches to intake, screening, engaging, assessing, planning, linking, monitoring, coordinating, reviewing, and exiting.
- Engage, plan and negotiate with the client and ensure comprehensive and coordinated referral pathways and service delivery.
- Establish a client contract, the case manager's role, and agree on case management processes with the client to maximise client participation.
- Link, coordinate and advocate with service providers to ensure client needs are met through referrals and service delivery.
- Utilise collaborative approaches to develop case management plans in consultation with the client, and monitor and review plans with the client.
- Case management responsibilities, including documenting, recording and contracting, case closure, exit planning, follow-up and evaluation.
- Establish a consistent team approach to planning, facilitation, management, monitoring, advocacy, review, sharing information, referral and service delivery limitations.
- Deal with specific case management issues such as: knowing when to refer, sharing information, negotiating between service systems, tracking progress over time, overcoming client resistance and other challenges.
- Identify and implement appropriate procedures to address risk management, OH&S issues, statutory requirements and legal obligations.
- Effective relationship management with clients and other stakeholders / services to and deal with conflict, challenging or high risk situations.
- Practical skills, coaching and feedback in a highly interactive training group.

### Contact us for an obligation free quote!

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