

Title	Build and maintain effective and respectful relationships in case management		
Level	5	Credits	24

Purpose	<p>This unit standard is intended for people who work in case management roles in the public or private sectors.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – interact with clients, using a client-centred approach, to gather case information and develop constructive relationships; and – interact with internal and external stakeholders to provide services and support for a diverse range of clients.
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Classification	Public Sector Services > Case Management
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Available grade	Achieved
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Guidance Information

- 1 Legislation and obligations relevant to this unit standard includes but are not limited to:
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - New Zealand Bill of Rights Act 1990;
 - Official Information Act 1982;
 - Privacy Act 2020;
 - Treaty of Waitangi/Te Tiriti o Waitangi;
 - Specific legislation applicable to a particular situation (e.g. Employment Relations Act 2000, Residential Tenancies Act 1986, Contract and Commercial Law Act 2017, Resource Management Act 1991); and all subsequent amendments and replacements.
- 2 Although this unit standard is classified in the *Case Management* domain within the *Public Sector Services* subfield, it is written so it can also be applied to non- public sector organisations as well as those within the public sector. Examples of such non-public sector organisations are insurance companies and third-party providers, health service providers, and rehabilitation service providers.
- 3 Demonstration of knowledge and skills must be consistent with any applicable code or codes of conduct such as the New Zealand State Services Code of Conduct, Standards of Integrity and Conduct (available from <http://www.ssc.govt.nz>) and/or any other organisation or sector specific code or codes of conduct and/or ethics, and must reflect operating professionally and ethically in New Zealand's diverse, bi-, and multicultural environment.

All interactions with clients, their whānau, and peers/managers must reflect the values of the organisation and be consistent with the policies, procedures, and engagement models.

4 Performance must be demonstrated in the workplace or in practical simulation that fully replicates workplace conditions, materials, activities, responsibilities, and procedures.

5 Definitions

Case management is a collaborative process of assessment, planning, facilitation, and advocacy of options and services to meet an individual's holistic needs through communication and available resources to promote quality cost-effective outcomes.

Client, for the purpose of this unit standard, refers to the end user of a service.

A *client-centred approach* in case management is a collaborative process that assesses, plans, implements, facilitates, monitors and evaluates the options and services required to meet a client's needs within organisational requirements and related stakeholder needs. This approach involves working with a diverse range of people to manage a series of phases that assist clients to access available and relevant resources to promote quality outcomes. Cases may involve personal, social and/or legal situations in a range of contexts and complexities.

Conflict refers to situations where a party or parties may cause emotional and/or physical harm or threat. Examples of behaviours that may cause such harm are: intimidation; obstruction; assault; sexist or racist abuse; swearing and/or other abusive language; loitering, stalking, or other forms of harassment.

Organisational requirements refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace.

Stakeholders refers to external and internal stakeholders. External stakeholders may include but are not limited to – other agencies, professionals, judiciary, other service providers, networks, general public. Internal stakeholders are primarily the candidate and the staff and management of the candidate's organisation.

Outcomes and performance criteria

Outcome 1

Interact with clients, using a client-centred approach, to gather case information and develop constructive relationships.

Performance criteria

1.1 Establish an appropriate environment for client interaction in terms of privacy, safety, and comfort.

1.2 Interact with clarity, respect, and cultural competence and in accordance with organisational requirements.

1.3 Demonstrate active communication to establish facts and needs to encourage, client participation.

Range may include but is not limited to – use of open questions, reflective listening, appropriate non-verbal behaviours, tone of voice.

- 1.4 Use questions to gather sufficient information to enable sound decisions.
- Range questioning techniques are in accordance with organisational and legislative requirements, are realistic, reflect the situation, are consistent with available resources and options, and balance client expectations with realistic and justifiable provision of services.
- 1.5 Address client circumstances, reactions, and emotions in a supportive manner whilst progressing the interaction.
- Range professionalism, empathy.
- 1.6 Maintain an environment that facilitates collaboration, and client cooperation, and minimises risk of conflict escalation.
- Range situational awareness, active listening skills, non-verbal behaviours, health and safety protocols.

Outcome 2

Interact with internal and external stakeholders to provide services and support for a diverse range of clients.

Performance criteria

- 2.1 Understand and comply with expected protocols of stakeholders.
- Range protocols may include but are not limited to – organisational, business, cultural, judicial.
- 2.2 Interact professionally and inclusively and in a manner likely to influence stakeholders in order to jointly promote effective and appropriate client outcomes.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	14 December 2017	31 December 2024
Review	2	27 October 2022	N/A

Consent and Moderation Requirements (CMR) reference	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.