

Title	Keep yourself and others safe in case management situations involving conflict		
Level	4	Credits	5

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"> – prepare to keep yourself and others safe in case management situations involving conflict; – act to keep yourself and others safe in case management situations involving conflict; and – carry out post-incident actions.
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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 **Range**
Two conflict situations are required. One situation will have potential for conflict and one situation will be where conflict is openly occurring. As stated above, evidence for each may be from the workplace or from practical simulation.
- 6 **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.
Organisational requirements refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace.
Situations involving 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.

Outcomes and performance criteria

Outcome 1

Prepare to keep yourself and others safe in case management situations involving conflict.

Performance criteria

- 1.1 Assess environmental, personal, and client factors in terms of associated risks.
- Range** environmental and personal factors may include but are not limited to – location, positioning, exit options, objects such as furniture, presence of others, own competence, emotional and/or physical wellbeing at the time;
client factors may include but are not limited to – presenting attitude, tone and language, psychological and/or medical factors, body language, sobriety, cultural norms, case history.

- 1.2 Ensure that resources, strategies, and processes for creating and maintaining safety in conflict situations are ready as appropriate.

Range resources may include but are not limited to – support and assistance from other personnel, training material such as a ready reference guide, alarm notification system, barriers.
 strategies may include but are not limited to – risk assessment and planning, situational awareness, de-escalation, choice of room, communicating with others, avoiding and/or escaping potential violence, initiating and leading in such as a way as to not provoke, self-awareness, self-management, self-defence, seeking assistance, tactical withdrawal.
 processes may include but are not limited to – consulting registers, databases, or CRM systems; referral protocols; explaining possible consequences

Outcome 2

Act to keep yourself and others safe in case management situations involving conflict.

Performance criteria

- 2.1 Based on assessment of risk (see performance criterion 1.1), act towards achieving case management outcomes, while balancing empathetic case management with personal, organisational, and legal constraints or limitations.

- 2.2 Communicate to manage the risk while guiding the situation, as appropriate, towards achieving case outcomes.

Range communication may include but is not limited to – active listening, demonstrating empathy, building rapport whilst maintaining appropriate boundaries, tone of voice, use of questions to obtain and clarify information, written communication.

- 2.3 Use resources, strategies, and processes for creating and maintaining safety in the situation, consistent with organisational requirements.

Range resources may include but are not limited to – support and assistance from other personnel, training material such as a ready reference guide, alarm notification system, barriers.
 strategies may include but are not limited to – risk assessment and planning, situational awareness, de-escalation, choice of room, communicating with others, avoiding and/or escaping potential violence, initiating and leading in such as a way as to not provoke, self-awareness, self-management, self-defence, seeking assistance, tactical withdrawal.
 processes may include but are not limited to – consulting registers, databases, or CRM systems; referral protocols; explaining possible consequences

Outcome 3

Carry out post-incident actions.

Performance criteria

3.1 Explain and/or demonstrate steps that may be taken following exposure to a situation with potential for, or actual, conflict consistent with any applicable organisational requirements.

Range may include but is not limited to – self-reflection, formal and/or informal debriefing, counselling or other support, stand down period, taking practical steps to ensure future safety of self and/or others.

3.2 Carry out post-incident reporting and any other actions, consistent with the nature of the incident and in accordance with organisational requirements, the Health and Safety at Work Act 2015, and any other relevant legislation.

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.