

<b>Title</b>	<b>Demonstrate knowledge of and apply strategies for own self-care in the case management role</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	<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"> <li>– analyse negative impact of the case management role on own health and wellbeing; and</li> <li>– demonstrate knowledge of, and apply, strategies to manage impacts of the role to maintain wellbeing and build resilience.</li> </ul>
----------------	--

<b>Classification</b>	Public Sector Services > Case Management
-----------------------	--

<b>Available grade</b>	Achieved
------------------------	----------

## 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.

*Health* is a holistic concept, and means more than the absence of disease. Health relates to emotional, physical, mental, and spiritual wellbeing within the cultural context of the person.

## Outcomes and performance criteria

### Outcome 1

Analyse negative impact of the case management role on own health and wellbeing.

#### Performance criteria

1.1 Describe factors in the case management role that impact, or may impact, adversely on own wellbeing.

Range may include but is not limited to – client behaviours, incidents, organisational matters.

1.2 Explain short and/or long-term impacts of these factors on own wellbeing.

Range impacts may include but are not limited to – physical, psychological, social interaction, personal relationships, job satisfaction, effectiveness in the role, work-life balance.

### Outcome 2

Demonstrate knowledge of, and apply strategies to manage impacts of the role to maintain wellbeing and build resilience.

#### Performance criteria

2.1 Describe use of resources to assist in managing the impacts.

Range may include but is not limited to – peer support, managers, practice leaders, counselling, professional supervision, training, human resource policies, critical friend/s, unions.

2.2 Demonstrate self-management in relation to case load, client behaviours, and other pressures of the case management role.

Range may include but is not limited to – time management, systems and workflow management, use of resources, contributing to innovations and systems improvement, developing technical knowledge and skills in performing the role, maintaining work-life balance.

2.3 Demonstrate self-reflection as a strategy to manage impacts of the role.

<b>Planned review date</b>	31 December 2027
----------------------------	------------------

#### 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

<b>Consent and Moderation Requirements (CMR) reference</b>	0121
--	------

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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.