

Title	Provide risk management leadership in a case management context		
Level	6	Credits	12

Purpose	<p>This unit standard is intended for people who work in leadership 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"> – assess and articulate significant risk in a case management context; and – recommend options for risk management.
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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
Health and Safety at Work Act 2015;
Human Rights Act 1993;
New Zealand Bill of Rights Act 1990;
Official Information Act 1982;
Privacy Act 1993;
Treaty of Waitangi/Te Tiriti o Waitangi;
Applicable contracts and agreements;
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.
- 4 Evidence for assessment must be based on workplace performance.

5 Range
Evidence is required for a minimum of two cases.

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. *Significant* and *significance* relate to seriousness of legal, political, financial, brand, health and safety, and other implications.

Outcomes and performance criteria

Outcome 1

Assess and articulate significant risk in a case management context.

Performance criteria

1.1 Identify and articulate risk in the case, and evaluate and prioritise such risk in terms of significance.

Range risk may include but is not limited to – dishonesty in claims, gaps in disclosure, reputational, brand, financial, health and safety, time consumption.

1.2 Take into account organisational vision, values, purpose, and operational systems in determining significant risk.

Outcome 2

Recommend options for risk management in a case management context.

Performance criteria

2.1 Recommend risk management options that are realistic and are consistent with organisational vision, values, and purpose.

2.2 Recommend risk management options that ensure protection of relevant parties and are consistent with effective provision of services.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	1 March 2018	31 December 2024
Review	2	27 October 2022	31 December 2024

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>.

This unit standard is expiring