

Title	Reflect on professional and ethical behaviour, and model skills and strategies, in case management		
Level	6	Credits	11

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"> – reflect on, and act to improve, own professional and ethical behaviour in case management; and – model and promote the use of skills and strategies in case 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 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 Definition
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.

Outcomes and performance criteria

Outcome 1

Reflect on, and act to improve, own professional and ethical behaviour in case management.

Performance criteria

- 1.1 Describe one's ongoing practice of reflecting on own professional and ethical behaviour in one's experience in case management.
- Range may include but is not limited to – process of reflection, feelings and perceptions, learnings; content of reflection must include but is not limited to – own cultural competence, handling of dilemma situation or situations.
- 1.2 Apply changes to behaviour using learnings from self-reflection.

Outcome 2

Model and promote the use of skills and strategies in case management.

Performance criteria

- 2.1 Model skills and strategies in case management.
- Range skills and strategies must relate but are not limited to – communication, interpersonal relationship, cultural competence and dealing with diversity, conflict management, self-management; characteristics of the exercise of case management skills and strategies may include but are not limited to – ethical conduct, courage, openness, situational awareness, compassion, fairness, consistency, technical proficiency, self-confidence, alignment with the organisation's mission and priorities, adaptability, effectiveness.
- 2.2 Encourage others to develop and maintain effective skills and strategies in case management.
- Range may include but is not limited to – performance improvement events and resources, self-reflection practice, professional supervision, coaching, mentoring, buddying.

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

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.