

<b>Title</b>	<b>Identify, build, and maintain effective networks and critical relationships to ensure efficient progression of cases</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>12</b>

<b>Purpose</b>	<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 identify, build, and maintain effective networks and critical relationships to ensure efficient progression of cases.</p>
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<b>Classification</b>	Public Sector Services > Case Management
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<b>Available grade</b>	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;  
 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**

The types and structures of networks and critical relationships will vary among candidates according to particular roles and settings. In overall terms, it is required that a given candidate's scope of identifying, building and maintaining effective networks and critical relationships must include the following:

- internal stakeholders and networks;
- case management arrangements with other agencies;
- external stakeholders and networks;
- formal and informal contact.

**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.

*Efficient progression of cases* refers to the speed of passage of individual cases and to improvements in this regard for oneself, others, and the organisation.

*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.

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**Outcomes and performance criteria****Outcome 1**

Identify, build, and maintain effective networks and critical relationships to ensure efficient progression of cases.

**Performance criteria**

- 1.1 Demonstrate ongoing commitment to identifying, building, and maintaining networks and critical relationships to increase one's professional and sector knowledge and access to resources that support efficient progression of cases.

Range may include but is not limited to – attending internal and external networking events, supporting industry associations, information sharing contact, informal contact.

- 1.2 Describe how stakeholder relationships are critical to the efficient progression of cases.

Range includes but is not limited to – internal business units and their contribution to the common goal, external stakeholders, inter-organisational arrangements, touchpoints.

- 1.3 Demonstrate initiative and effectiveness in identifying, building, and maintaining effective networks and critical relationships that efficiently progress cases.

Range evidence may include but is not limited to – awareness of stakeholder needs, seizing and creating opportunities, speaking up, influence in developing policies, positive reputation as a ‘go to’ person, mindfulness, trustworthiness, authenticity, cultural competence, getting results.

**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>.