

<b>Title</b>	<b>Influence, lead, and champion improvements in case management policy, procedure, and practice</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>15</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:</p> <ul style="list-style-type: none"> <li>– contribute to and influence development of policies and procedures to improve the organisation’s case management function; and</li> <li>– lead and champion improvements in case management practice.</li> </ul>
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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, Contractual Remedies Act 1979, 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 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.

*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.

*Procedures* may be referred to as practice notes.

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## Outcomes and performance criteria

### Outcome 1

Contribute to and influence development of policies and procedures to improve the organisation's case management function.

#### Performance criteria

1.1 Advise on and influence the development of policies and procedures that enable case management best practice.

Range may include but is not limited to – recognising needs for change in response to legislation or other drivers, providing subject matter expertise, proposing improvements, targeting 'pain points', constructive conversations, project work, leveraging on existing relationships, contributing to testing of new processes.

### Outcome 2

Lead and champion improvements in case management practice.

#### Performance criteria

2.1 Model the improvements in a way that reflects the organisation's vision and values, purpose, and operation.

2.2 Communicate the improvements in a clear and persuasive manner and consistent with the organisation's vision, values, purpose, and operation.

2.3 Engage and support relevant parties in accepting and practising the improvements.

Range may include but is not limited to – sensitivity to individual and/or team personal and working styles, courageous conversations, promoting team and individual engagement in decision making, encouraging innovative approaches and ideas, recognising contributions, ‘bringing them on the journey’, support and coaching;  
relevant parties may include but are not limited to – team members, management, third parties.

2.4 Communicate progress in implementing the improvements to relevant stakeholders.

Range internal stakeholders; may include external stakeholders.

**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

<b>Consent and Moderation Requirements (CMR) reference</b>	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.