

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Casework					
TSC	Case and Care Planning					
TSC Description	Use different models and approaches for developing case and care plans to support clients' needs in accordance to organisational practices					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-CAR-2008-1.1	SSC-CAR-3008-1.1	SSC-CAR-4008-1.1	SSC-CAR-5008-1.1	SSC-CAR-6008-1.1
		Support development of case and care plans to support clients' needs	Develop case and care plans to support clients' needs	Lead development of case and care plans	Oversee case and care planning for the organisation	Drive best practices in case and care planning
Knowledge		<ul style="list-style-type: none"> Common case assessment methods and tools Case planning processes Risk and protective factors related to clients Basic principles of casework theories Basic reflexive practice theories Summary measure assessment framework Preliminary case and goal setting for cases Ethics involved in casework Legal provisions and resources Types of stakeholders in relation to client's needs 	<ul style="list-style-type: none"> Methods to assess clients' level of functioning, risks and needs Principles of assessment methods Case planning principles and guidelines Casework theories Reflexive practice theories Guidelines for case referrals Contract and goal setting for clients Stakeholder engagements and partnerships 	<ul style="list-style-type: none"> Specialised theories and techniques in areas of practice Tools and approaches for achieving casework outcomes Needs and risk assessments, and management strategies for cases Roles and responsibilities of case management team 	<ul style="list-style-type: none"> Risk assessment theories and frameworks Current best practices in case planning Team leadership principles and processes Resource management Multi-disciplinary collaboration 	<ul style="list-style-type: none"> Practice standard for social service New developments, current trends and emerging needs in casework

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<p>Abilities</p>		<ul style="list-style-type: none"> • Support assessments of clients' level of risks and protective factors • Support assessments of system intervention for clients • Support development and planning of case plans • Maintain case documentations • Support in assessing clients' level of functioning • Support in goal setting for clients • Gather information and conduct preliminary assessments for cases • Identify various legal provisions and resources when working in social service settings 	<ul style="list-style-type: none"> • Assess clients' level of functioning, risks and needs • Manage clients' associated risk and protective factors • Assess system intervention for clients • Conduct case planning with clients based on standard guidelines and professional assessments • Set clear contracts and goals with clients • Assess needs for escalation of cases • Maintain case recordings • Take appropriate actions to manage ethical dilemmas, escalating to supervisors as appropriate • Engage stakeholders for case planning • Choose strategies to formulate viable plans for clients 	<ul style="list-style-type: none"> • Apply risk assessment frameworks to suit unique requirements of cases • Identify team's roles and responsibilities in case management processes • Provide consultation for ethical dilemmas • Adapt tools and approaches for therapeutic outcomes • Develop professional and engaged relationships with key stakeholders • Engage stakeholders to overcome fundamental barriers 	<ul style="list-style-type: none"> • Adapt risk assessment frameworks to suit unique requirements of cases • Integrate domain knowledge in case planning • Drive clinical direction and development of the organisation • Drive efforts to improve case planning practices • Allocate resources within the organisation to maximise casework outcomes • Work with multi-disciplinary teams 	<ul style="list-style-type: none"> • Oversee delivery of case and care plans to ensure high standard of practice • Identify emerging trends that require domain attention • Provide multi-disciplinary perspectives to guide development of holistic case planning practices
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