CARRY OUT CASE MANAGEMENT

UNIT CODE: SW/OS/CP/CR/04/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to carry out case management. It involves conducting intake process, assessing a vulnerable child, preparing an individual case plan, carrying out plans of action, executing implementation plans. It also entails carrying out case closure.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function (to be stated in active)	These are assessable statements which specify the required level of performance for each of the elements (to be stated in passive voice) *Bold and italicized terms are elaborated in the Range*
1 Conduct intake process	1.1 Case management tools are obtained according to child protection guidelines. 1.2 Cases of the children in need of care and protection and those in conflict with the law are recorded according to standard procedures 1.3 Immediate needs assessment of the child is carried out as per the protection policies
2 Assess a vulnerable child	2.1 Assessment tools are identified and obtained as per the child protection policy framework. 2.2 *Assessment resources* are identified according to the need's assessment plan 2.3 Assessment is carried out according to standard practices and guidelines 2.4 Assessment report is prepared and shared as per child protection guidelines
3 Prepare individual case plan	3.1 *Child abuse cases* are identified as per child protection policies 3.2 *Required interventions* are identified as per child assessment report 3.3 Available resources are determined according to required interventions 3.4 Linkages and referrals are identified and maintained with *relevant stakeholders* according to child protection policy frameworks 3.5 Implementation plan is obtained according to emergency rescue plan developed.
4 Carry out plans of action	4.1 Roles and responsibilities are assigned based on implementation plan developed

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	4.2 Rescue operations and placement are carried out according to rescue operations plan 4.3 Sensitization trainings and awareness on behaviour change is conducted according to child protection policies 4.4 Linkages are enhanced based on child protection mechanisms 4.5 Report is prepared and shared according to standard requirements
5 Execute implementation plan	5.1 Performance indicators are obtained as per child protection plans 5.2 Monitoring and evaluation budget is utilized according to monitoring and evaluation requirements 5.3 Data on implemented child protection plans is collected and shared according to standard procedures 5.4 Monitoring and evaluation report is prepared and shared according to set procedures
6 Carry out case closure	6.1 Case disposal mechanism are determined based on the child protection guidelines 6.2 Child cases are transferred as per child protection standards 6.3 After care services is carried out based on child protection requirements 6.4 Information management database is updated as per child protection policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Assessment resources may include but are not limited to:	• Data collection tools • Finance • Human • Approval documents
2. Child abuse cases may include but are not limited to:	• FGM • Child marriage • Female infanticide • Forced feeding • Child trafficking • Child labor
3. Required interventions may include but are not limited to:	• Rescue • Reintegration
4. Relevant stakeholders may include but are not limited to:	• Local administration • Community • Civil society • Religious leaders • Institutions of learning • Government departments

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Networking
- Leadership
- Communication
- Computer
- Teamwork
- Conflict resolution
- Reporting
- Analytical
- Creativity and innovation

Required Knowledge

The individual needs to demonstrate knowledge of:

- Case management
- Child protection policies
- Public relations
- Basic principles of management
- Children at risk
- Project management
- Legal instruments
- Administration and financial management
- Social work and community development
- Record keeping

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1	Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Conducted intake process accordingly 1.2 Assessed vulnerable child and prepared a report 1.3 Networked relevant stakeholders and formed linkages 1.4 Developed and carried out rescue plan 1.5 Placed children in safe housing 1.6 Carried out case closure appropriately 1.7 Developed case management information systems 1.8 Reviewed and updated case management information systems
2	Resource Implications	The following resources should be provided: 2.1 Workstation 2.2 Legal instruments 2.3 Computer
3	Methods of Assessment	Competency in this unit may be assessed through: 3.1 Oral 3.2 Written 3.3 Observation 3.4 Case study
4	Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment.
5	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.