

Case Management

An Essential Specialization
Within Employment Services

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Agenda



- **Introductions**
- **Background**
 - a) What is case management?
Why is it important?
 - b) Why did the NSCDA take this on?
- **Training overview**
- **Questions**

Background



Labour and Advanced Education and the NSCDA, together with career service providers undertook a thorough review of the current state of case management in the province of Nova Scotia.

We learned where the gaps in training exist for case managers who work in all aspects of career development in the province. In recognition that there hasn't been any formal training in this area for NS career practitioners

Effective case management is a key contributor to client success.

What is Case Management?

“A collaborative, client-centred process of assessing client needs and strengths, identifying employment challenges and goals, developing an action plan, and supporting clients throughout the case management process.” — *NSCDA Case Management Training, 2018*

What is a Case Manager?



“A skilled case manager establishes rapport and builds a working alliance; conducts a comprehensive needs assessment; collaborates with the client in the setting of goals, the determination of interventions and the development of an action plan; keeps good records; and continues to work with the client throughout the case management process. A foundation of ethical practice and inclusivity underpin service delivery.”

— *NSCDA Case Management Training, 2018*

Purpose of the Training



“To enhance professional practice and positively impact client outcomes.”

*Collaborative process;
supportive and
empathic practitioner.*

Approach to Case Management

Client-centred

- a) client is an active participant, empowered to make decisions on own behalf.
- b) core conditions of trust, respect and acceptance; process responsive to client needs.

Strengths-based

- a) recognizes and values the capacity, skills and knowledge of individuals
- b) draws on a client's assets; challenges are identified and clients work to overcome barriers while building on their strengths
- c) principles of self-sufficiency and self-determination

Overview

- Comprises 8 modules (7 learning modules + final assignment).
- Online, self-paced learning.
- Application of learning through exercises and assignments.
- Designed for career development practitioners working as case managers in employment services, individuals preparing to move into a case management position and others whose jobs include aspects of case management.



Overview

8 Learning Modules:

1. State of the Profession (**Case Management in Career and Employment Services**)
2. Career Development Essentials (**Communication Skills and Developing a Working Alliance**)
3. Career Development Essentials (***The Needs Assessment***)
4. Case Related Skills (**Case Management Essentials Continued**)
5. Writing & Critique (**Writing For Case Managers**)
6. Client Related Skills (**Additional Skills For Case Managers**)
7. Moving On (**Case Closure**)
8. Knowledge Verification (**Final Project**)



Overview

Requires:

- viewing/listening to presentations
- completing readings
- writing and submitting assignments
- engaging with other learners
- reflecting on one's own practice
- demonstrating skills
- completing quizzes
- a final project



Overview

1. **Approximately one hundred (100) hours of study** (*based on average completion time for an experienced case manager.*).
2. **Each module contains a number of courses ranging from 2 minutes to 22 minutes in length.**
3. **Modules vary in length, intensity and completion requirements.**
4. **No set or recommended time for completion of each module. Courses within each module can be completed according to your own schedule. An experienced case manager could reasonably expect to complete the program within six months.**



Supported Learning



- **Applied components including learning activities and assignments ensure transfer of learning.**
- **Support and feedback are provided by facilitators Rachel Hermiston and Teresa Francis, the consultants who developed the content of the learning plan.**

Rachel and Teresa bring a wealth of experience in case management, career development, career counselling, adult learning and facilitation.

CM & CDP Competencies



Case Managers in employment services are also career development practitioners, and must possess the competencies of both roles. The training draws upon previously defined competencies in both areas:

Career Practitioner Competencies:

- a) *Canadian Standards and Guidelines for Career Development Practitioners*
- b) *NS Career Development Practitioners Core Competency Profile*

Case Management Competencies:

- a) Pickerell, Dr. Deirdre A., and Neault, Dr. Roberta A. (2016). *So You Want to Be a Case Manager? A Career Practitioner's Toolkit.*



Learning Management System



Known as the 'HUB', the LMS houses the Case Management Specialization program, including the modules and all related documents and information. The HUB is supported by NSCDA staff who provide assistance with navigation and trouble-shooting.

Benefits



1. Recognition of case management skills and professional practice
2. Professional training and feedback
3. An opportunity to refresh professional skills and competencies
4. An opportunity to develop and practice new skills
5. Improved professional practice of case management
6. An opportunity to share with and learn from peers

“The NSCDA Case Management Specialization Training has truly allowed me to hone my skills and implement new strategies within my practice to better support clients. Whether this was a new topic, or bringing an existing topic to the forefront, it created awareness of clients needs, barriers and how we, Career Practitioners, can help in their career development journey.

The program helps bridge the consistency gap in service delivery within the industry while creating partnerships and networks between service providers.

The online modules are user friendly and self-directed allowing for learning at the rate of the individual. Throughout the online courses, instructors provide strong feedback on assignments and allow for practical experience and demonstration.

As a Career Development Professional, the online training motivated me to offer clients the best service possible so that we may help people realize their true potential.”

Marek Jablonski
Career Practitioner
Nova Scotia Works, Futureworx

Thank you!

Visit us at the booth 206

to learn more, or email ccorse@nscda.ca

