



TRAINING

CASE MANAGEMENT TOOLS FOR COMMUNITY WORKERS

PRESENTED BY: Gillian Giff

Gillian has worked in training roles on/off for the last 6 years, mainly in the United Kingdom. She has co-ordinated a training programme for local government in Scotland, focusing on Adult Education: mainly literacies and numeracies and personal development courses. Gillian has a Bachelor of Arts in Community Education, with special interest in Adult Education and a Diploma in Working with Communities. Both qualifications focused on Youth Work, Adult Education and Community Capacity Building.

Date: 8 March 2018

Cost: \$240 per person (incl. GST)

Time: 9:30am - 4:30pm

Location: East Perth

Course overview

Case management has become one of the key techniques for supporting people across the human services. This comprehensive one day workshop provides an opportunity to look at what constitutes quality case management practice in community based settings. Participants will explore a practical, strengths based framework of case management, providing tools that can be implemented immediately in the workplace. The workshop will focus on

- Practical skills for establishing effective case management relationships with clients who are hard to reach
- Allowing clients to frame their story holistically and without intrusiveness; a range of creative assessment forms and tools will be presented
- Methods for assisting clients to create realistic, self-directed plans
- Working with others in ways that are empowering for your client
- What to do when case management goes wrong and how to get things back on track
- How to celebrate achievements and close case management relationships effectively

Who is this course suitable for?

This workshop is suitable for community based workers including those working in youth support, housing settings and family support.

By the end of this workshop, participants will be able to

- Engage complex clients effectively in case management relationships
- Assess people's needs in ways that acknowledge difficulties and build on strengths
- Effectively link needs to aspirations for the future
- Assist people to set goals and develop realistic plans for the future
- Review their own case management processes to create new strategies when things get stuck

To register, please send a completed form to the email below. Confirmation will be emailed within 1-2 days.

Bookings essential

9263 2122

or email training@anglicarewa.org.au

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