



# Person-Centred and Strengths-Based Case Management

TRAINING

Navigating complexity, aligning priorities and driving, positive outcomes for diverse clients



Facilitated by  
**GRACE LEOTTA**  
Principal Consultant  
Affirm Organisational Development  
and Training

Online → 23 & 24 July 2024



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## Overview

The role of case workers and social workers is becoming increasingly challenging. In addition to heavy workloads, time pressure, ambiguity, lack of support, and vicarious trauma; you also have to navigate the increasing use of technology, diverse language needs, and budget constraints.

In these challenging times with competing priorities; person-centred and strengths-based case management provides a solution to better collaborate with other agencies, engage with individuals and families and provide culturally-informed and inclusive services.

This two-day practical and interactive training workshop provides an overview of a person centred and strengths-based approach to case management. It will provide the opportunity to develop core skills and strategies for working in a culturally informed, and inclusive way with individuals and families.

The training workshop uses a variety of interactive and experiential activities to support group members to apply concepts to their work, reflect on their practice, and share skills and strategies, and to network. Each participant will be provided with a workbook with information covered in the workshop, activities, case management tools, and useful resources.

## Who Should Attend

Workers in the community services and health sectors including managers and team leaders.

- Case Managers
- Social Workers
- Clinical Psychologists
- Mental Health Nurses
- Child Protection Workers
- Family Support Workers
- Community Health Workers
- Community Service Managers
- Youth Workers
- Disability Support Workers
- Domestic Violence Support Workers
- Aged Care Coordinators
- Counsellors
- Occupational Therapists
- Rehabilitation Coordinators

## Learning Objectives

- Develop strategies for working collaboratively with other agencies for integrated support.
- Develop strategies for monitoring and reviewing, transitioning, and closing.
- Document your case management process and develop appropriate record keeping systems.
- Reflect on your current case management practice and develop strategies to continue to enhance your personal and team case management
- Understand how to build trust, engage and communicate with individuals, families and communities

## Why Attend

- Reaffirm and back your practical knowledge with tried, and tested case management approaches
- Identify opportunities to improve case management from: monitoring, reviewing, transitioning and closing
- Put your pressing questions to an expert in your field
- This is an online session, designed for time-poor case managers and social workers
- Meet and learn from your peers from across the A/NZ region, swap war stories and much more
- Uplift your skills to meet the current needs

## Meet Your Trainer



**GRACE LEOTTA**  
Principal Consultant  
Affirm Organisational  
Development and Training

Grace Leotta is a training, organisational and community development consultant. She develops and facilitates training programs, facilitates planning, change management, organisational/service, practice development, and community and stakeholder engagement processes, conducts reviews and evaluations, and provides management coaching.

She is a Harvard University trained adaptive leadership consultant, an internationally certified facilitator, an Australasia licensed community engagement trainer, a nationally accredited trainer and assessor, and an accredited social worker.

Grace has a background in senior management, community development, and case work, primarily in services for families with a member with a disability, including Aboriginal and Torres Strait Islander families and families from culturally and linguistically diverse backgrounds. She also has experience in teaching at a tertiary level in community consultation, community management, and social science.

## Preparation

**This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.**

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

## Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 10 <sup>th</sup> May	Register by 7 <sup>th</sup> Jun	Register by 22 <sup>nd</sup> Jul
\$795 + GST	\$995 + GST	\$1,195 + GST
Save \$400	Save \$200	-

[CLICK HERE TO REGISTER](#)

\*Group Discounts Available - Contact Registration at [registrations@publicsectornetwork.com](mailto:registrations@publicsectornetwork.com) or Call on **(02) 9057 9070**

# Explore the Agenda

**DAY 1 | Tuesday, 23 July 2024, 10:30am - 02:30pm AEST**

**10:30am Opening Remarks**

- Welcome
- Introductions
- Overview and Setting Expectations

## MODULE 1: Understanding different approaches to case management

**10:45am Unpacking the Case Management Journey**

- Definitions and key concepts
- What is involved in doing it?
- A case management journey

**11:30am Different approaches to case management**

- Strength-based case management
- Person-centred care
- Trauma-informed and healing centred
- Culturally safe and inclusive

**12:15pm Break**

## MODULE 2: Engagement and Assessment

**12:45pm Different approaches to case management (continued)**

- Trauma-informed and healing centred
- Culturally safe and inclusive

**1:30pm Engaging with individuals and families**

- Discussing strategies for engagement
- Working with people who are difficult to engage with
- Activities and discussion

**2:00pm Holistic assessment**

- Conducting strength based, person centred, and inclusive assessments

**2:30pm End of Day 1**

**DAY 2 | Wednesday, 24 July 2024, 10:30am - 02:30pm AEST**

**10:30am Welcome and Recap**

## MODULE 3: Developing and implementing a person-centred and strengths-based

**10:45am Developing and implementing a case plan**

- Developing a support/ case plan
- Mapping out the planning process
- Reviewing communication strategies
- Pacing the development of the plan
- Goal-setting
- Clarifying and monitoring outcomes
- An overview of an outcome tree

**12:45pm Break**

## MODULE 4: Next Steps

**12:15pm Making ongoing case work, working with other agencies and transition**

- Implementing the plan, making, facilitating, and supporting referrals, networking for effective referrals, and monitoring and reviewing
- Mapping the support and service network, case coordination, and interagency teamwork
- Moving from one service to another or leaving the service

**1:00pm Documentation, closing in case management and reviewing your practice**

- How to write and information giving on broad documentation guidelines
- Closing, evaluation, and follow-up
- Practical tips to review your case management practice

**2:15pm Closing Remarks**

**2:30pm End of Training**

## **Feedback from previous workshops that Grace has conducted:**

**“New learnings, new resources. Grace was very well prepared aware of sector changes and high amount of sector knowledge. She was engaging and made the topic interesting.”**

**“ENERGISING”**

**“Very useful - with some good discussions & ideas.”**



## Get In Contact

CONNECTING GOVERNMENT  
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