

AUT

A FUTURE IN
**CASE MANAGEMENT
IN HEALTH SERVICES**





WHAT IS CASE MANAGEMENT ABOUT?

Case management involves supporting people in various community settings through assessment, planning, co-ordination, evaluation and advocacy. Communication, collaboration and co-ordination are the fundamental skills required to ensure services are integrated and addressing the needs of the client(s).

A case manager in health and human services needs to understand the impact of multiple factors on health and wellbeing, understand current social and health policies and be able to develop strong interpersonal relationships with clients, family/whānau, and other professionals in health and human services.

Traditionally, case managers work at Accident Compensation Corporation (ACC) and in health and insurance settings, co-ordinating services for people with disabilities or health conditions. Case management skills are in demand across a range of settings because people's health needs are becoming more complex, which means they require better integrated services.

The skills of case management are also central to many social service roles that are not labelled 'case manager', such as community mental health settings, employability support, disability services, insurance providers and family services. Case managers within ACC enable and support people to stay in or return to employment. Each role can emphasise different skills, from doing initial assessments and planning, to coaching and working alongside clients. For example, whānau support workers on marae, programme facilitators at mental health services, and coaches for people transitioning into individualised funding all provide case management.

Are you passionate about helping people living with long term conditions, experiencing physical or intellectual disabilities or needing support into housing and/or employment? Do you enjoy being collaborative and looking for practical solutions? Do you have a strong belief in social justice and that each individual deserves to have the best possible care? Then a career in case management could be a great option for you.

OUTLOOK AND TRENDS

Co-ordinated care – There is growing global recognition that health services are safer, more effective and more efficient when services are co-ordinated. This requires a skilled co-ordinator who can liaise with client and family and clinicians, while developing and overseeing a plan of care. For example, Accident Compensation Corporation (ACC) is increasingly looking for case managers who can engage comprehensively with people living with a disability or challenging health conditions. The Ministry of Social Development is working to enhance the capability of Work and Income staff to work with disabled people and those living with health conditions.

Source: Health Workforce New Zealand.

Developing case management as a profession – Case management has traditionally been seen as a job, not a skilled profession. It is now becoming more acknowledged as a profession with a recognised skill set, including critical thought, knowledge of different models of case management, advanced skills in navigating legislation and policy and negotiating on client's behalf etc. In some contexts, case management roles can require people to have a clinical background (eg nursing, physiotherapy), as well as case management skills.

New health care models – Service delivery models in the health sector are evolving rapidly because a higher proportion of people are living with long-term disabling conditions due to increased survivability from serious injuries and illness, as well as demographic changes. These new models of health and human service delivery are going to need people with experience and skills of case management.

Opportunities for Māori and Pacific graduates – The importance of recognising specific cultural needs in health care is well-documented. Māori and Pacific people are over-represented as health and disability service users, but there is a shortage of Māori and Pacific staff in the health and disability sector. Employers are actively seeking to develop a culturally diverse workforce and employment opportunities are potentially good for Māori and Pacific graduates.



WORK SETTINGS

Professionals undertaking case management roles could work for a wide variety of organisations within the health and human services sector. The roles will often involve working across agencies to help people or communities improve their health and wellbeing.

As well as Accident Compensation Corporation (ACC) and Work and Income, this can include governmental, non-governmental and community organisations that provide health support services such as mental health and addictions, intellectual disabilities, rehabilitation and disability support, insurance companies etc.

The work will include desk-based administrative activities as well as spending time in organisations, hospitals, centres and homes with clients.

CAREER ROLE EXAMPLES

The skills required can vary, depending on the service, but the fundamentals are usually the same – identifying needs, developing plans, then overseeing and implementing those plans.

ACC recovery co-ordinator – Works on the rehabilitation of a case load of clients with the focus on helping people back into the workplace. Engages with clients, their families/whānau, medical practitioners and rehabilitation and service providers. Facilitates a suitable, proactive and holistic rehabilitation pathway from injury through recovery back to the workplace as practicable.

With experience, can move into recovery partner role managing clients requiring one-on-one relationships due to highly complex injuries.

Mental health programme facilitators – Provides group facilitation and development programmes focusing on life skills, social inclusion and preparation for employment. Undertakes participant strengths assessment and goal planning, develops and delivers training modules, networks with other mental health services providers.

Health navigator – Assists high-need clients with long-term conditions to access appropriate health and social

care services. Supports clients to maintain their health and independence, assisting clients to obtain appropriate care when health deteriorates. Works with a multi-disciplinary team. Provides facilitation between primary, secondary and social services.

Case manager – elder care – Assists older adults to manage their health care issues, working with health providers, government agencies, and their whānau/families. Performs care assessments, creates plans, schedules appointments, assists with legal services, and provides assistance for clients moving into assisted living.

Disability income case manager – Assesses private insurance claims for people unable to work. Processes benefit entitlements, communicates and liaises with clients, professionals and insurers. Includes visiting clients at home and co-ordinating additional rehabilitation requirements.

Employment services consultant – Works with clients to overcome the impact of health and educational barriers on employment. Advises and co-ordinates upskilling and training, liaises with community, social and educational agencies. Includes conducting assessments of needs, building confidence through short courses, developing employment plans.

Sources: ACC, Careers NZ, Te Puni Kokiri

SKILLS AND KNOWLEDGE

- Competent in carrying out core case management processes, including assessment, planning, implementation and coordination, evaluation and discharge from services
- Knowledgeable of different case management models and theories
- Ability to practice appropriate case management with clients and family/whānau from a diverse range of cultural backgrounds
- Demonstrates knowledge of research relevant for case management practice
- Knowledge of medical terms, health records management, advocacy and disputes resolution, health law and policy
- Ability to critically analyse the philosophical and ethical basis of case management strategies
- Awareness of broad health, social, policy, and legislative influences in case management practice
- Strongly committed to Te Tiriti O Waitangi and promoting indigenous and Pasifika models of health

PERSONAL QUALITIES

- Strong communicator and listener with excellent advocacy skills
- Versatile, resourceful, creative and capable of making a difference

- Respectful and ethical, works with integrity and respect for people's rights
- A collaborative team player and leader in outcome-focused health practice.

SALARY GUIDE EXAMPLES

	Salary (per year)
Case manager (depending on experience and organisation)	\$47,000 – \$65,000 1-5 years
ACC recovery co-ordinator	\$58,807 + 9% superannuation – \$74,222 + 9% superannuation
ACC recovery partner (with experience)	\$67,087 + 9% superannuation – upward of \$78,468 + 9% superannuation
Employment consultant	\$49,000 – \$59,000
Mental health programme facilitator	\$48,100 – \$57,000 (starting salary)

Sources: Careers NZ, payscale.com, Allied Public Health Technical MECA 2020, Not For Profit Remuneration Report 2021, Glassdoor, talent.com

Salary range is indicative of the New Zealand job market at the time of publication (early 2022) and should only be used as a guideline.

THE AUT APPROACH

The Case Management major is taught within the Bachelor of Health Science. It is currently the only case management degree qualification taught through a New Zealand university.

Students undertake 150 hours of industry placement in the last year that provides the opportunity for students to put theory into practice with real clients.

FURTHER STUDY OPTIONS

Postgraduate study is available in health sciences at postgraduate certificate, diploma, master's and PhD level.

Students can undertake case management specific courses and research, and they can develop an individualised programme of study in Māori health, mental health and addiction, vocational rehabilitation, disability studies or working with children and families.

There is also a Master of Health Practice in Rehabilitation and Master of Health Science.

Current research includes workforce development for case management in Aotearoa NZ; vocational rehabilitation planning, and self-management support.



ERIN MCGUIRE

Employment Consultant, APM Workcare
Bachelor of Health Science in Case Management

"I always knew I wanted to work in the community, in a role where I could make a difference. Working here is the perfect way to realise this, as well as utilise my degree knowledge and skills.

My role is to support clients achieve sustainable employment. I love how varied the role can be – no day is ever the same. I help clients access supports to overcome or mitigate barriers such as mental health, a health condition, injury, disability – or lack of confidence or work experience.

Typically, this involves conducting initial assessments with clients to understand their needs, then develop employment plans for them. We support them to access services within the community that align with their needs. We assist with CV writing, developing interview skills and networking with potential employers. We also support upskilling and training through short courses.

I really enjoy building rapport with my clients, watching their progress and transformation each week, and walking with them on this journey. It has been very eye-opening to see the huge impact obtaining employment can have.

It was a big challenge to adjust to working remotely during lockdown in a job that's so people-centred. However, my study prepared me to be flexible and adaptable – essential attributes in a COVID-19 environment.

Advice – The knowledge and skills gained from the case management major are broad and therefore transferable to many industries. You never know what's out there, so change up the key words you search on job sites and check out different categories. Like me, you just might stumble across something that's perfect for you."

EMPLOYER COMMENT

"APM employment consultants need to be able to hold space with no judgement – people between jobs or new to the workforce need someone who will make them feel like they can achieve great outcomes. To help people overcome barriers to achieve their goals, consultants require excellent relationship building, planning and communication skills.

An APM employment consultant understands the impacts health, an injury or disability can have on employment, and how circumstances can be overcome with the right support (including further upskilling and training) to obtain and sustain mahi.

Advice – Match your learning to the industry you want to work in and specifically identify how you can apply the skills you learnt.

Always customise your cover letter and share why you fit the job personally, as well as professionally.

Be yourself in the interview."

Georgia Boulanger
Senior Employment Consultant
APM Workcare

USEFUL WEBSITES

**Accident Compensation Corporation (ACC)
careers section**

<https://careers.acc.co.nz>

Ministry of Health

www.health.govt.nz

Hauora

www.hauora.co.nz

Public Health Workforce

www.publichealthworkforce.org.nz

Kiwi Health Jobs

<https://www.kiwihealthjobs.com/careers-in-health>

Jobs.Govt.NZ

<https://jobs.govt.nz>

FURTHER INFORMATION

For further information about studying case management and the Bachelor of Health Science, visit www.aut.ac.nz/case-mgmt

For other Future Career Sheets visit:
www.aut.ac.nz/careersheets

EMPLOYABILITY & CAREERS

For employability and career support, AUT students can book an appointment through <https://elab.aut.ac.nz/>

 @AUTEmployabilityandCareers

FUTURE STUDENTS

Contact the Future Student Advisory team for more information: www.aut.ac.nz/enquire

futurestudents@aut.ac.nz

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CURRENT AUT STUDENTS

Contact the Student Hub Advisors team for more information: 0800 AUT UNI (0800 288 864)

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The information contained in this career sheet is correct at time of printing, February 2022.

