

**AUT**



A FUTURE IN  
**CASE MANAGEMENT  
IN HEALTH & HUMAN  
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 (e.g. 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 basics are usually the same – identifying needs, developing plans and overseeing and implementing those plans.

**ACC case manager** – Assesses or co-ordinates the assessment of the level of people's injuries and their ability to cope in the home and the workplace. Liaises with clients, medical practitioners and rehabilitation and service providers. Develops a suitable rehabilitation pathway from injury through recovery in the workplace wherever practicable. Works in an office environment with a high level of telephone and computer activity. Can involve home and work based assessments.

**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.

**Whānau support worker/navigator** – Works with whānau and families to identify their needs and aspirations, supports their participation in education, primary health and employment, and links and coordinates access

to specialist services. Includes assisting whānau to work towards long-term goals. Helps whānau become self-managing through connecting with services and advocating on their behalf to service 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** - Works with between health providers, government agencies, elderly and families. Assists elderly clients on administrative side of health care issues. Performs care assessments, creates plans, schedules appointments, assists with legal services, offers transitional assistance for clients moving into assisted living.

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
- Can demonstrate knowledge of research relevant for case management practice
- Knowledge of medical terminology, 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

	Salary (per year)
Case manager	\$39,000 - \$56,000 1-5 years depending on experience and organisation
Support worker	\$35,500 - \$40,000
Mental health programme facilitator	\$38,000 - \$42,000 (starting salary)

Sources: Careers NZ, payscale.com, figure.nz

Salary range is indicative of the New Zealand job market at the time of publication (mid 2016) 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 papers 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.





## JOSIE GODDARD

Support Co-ordinator, National Serious Injury Service, ACC  
Graduate Certificate in Health Science in Case Management

- AUT now also offers a major in case management

“I work with ACC clients who have severe and permanent injuries. The majority of our clients have brain or spinal injuries and will receive ACC assistance for remainder of their lives. I really like the impact I can personally have on their lives.

We co-ordinate everything they need following injury, from hospital and inpatient rehab facilities, to care facilities or home. We help maximise their independence, while trying to minimise the impact of their injury on their daily lives, helping them re-engage as a member of their family, social circle, wider community and work life.

This involves liaison with other parties, overseeing and co-ordinating things like housing modifications for wheelchair access, vehicle modifications and driving assessments, medical needs, physical therapy, home carers and vocational assessments.

The biggest challenge is helping clients and their families come to terms with what has happened. Their whole life has changed, and ordinary everyday things can feel completely overwhelming – going to the supermarket, visiting a friend, showering independently, carrying your child. They have to re-construct their identity and the roles they have in life and the enormity of this can take a while to settle in.

It is crucial to build strong working relationships with other professionals including GPs, specialists, occupational therapists, physios, housing and equipment assessors, vocational providers, home help agencies, social workers – the list goes on. You need to be organised, good at co-ordinating services and at holding providers accountable to high standards of care.

My AUT study helped explain the science and research behind the models of practice we use at ACC and why certain protocols exist.

My study also provides an on-going reminder of the need to put yourself in your client’s shoes, as sometimes you are the only person they can offload on. We have the opportunity to make a bad situation a bit better for someone, and that is massive.”

## EMPLOYER COMMENT

“Cases managers need the ability to communicate and build a rapport with their clients, while also managing challenging conversations. Client situations can be quite complex, so communication needs to be conducted with empathy and understanding.

While Josie’s confidence and communication skills were strong, they are developing further through her AUT case management course. She is also more solution focused and confident in her decision making and delivery of outcomes.

Josie is always fair with clients and stays calm. She keeps on track without letting things escalate, whether the information is what her clients want to hear or not.

When recruiting for serious injury and disability case management roles, applicants with experience in case management have a head start and a qualification will add further value. A health background is also useful but other experience and qualifications can be relevant, such as social work or psychology.”

### Janice Gray

Serious Injury & Disabilities Team Manager,  
ACC Palmerston North Branch

## USEFUL WEBSITES

### Accident Compensation Corporation (ACC) careers section

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

### Ministry of Health

[www.health.govt.nz](http://www.health.govt.nz)

### Hauora

[www.hauora.co.nz](http://www.hauora.co.nz)

### Public Health Workforce

[www.publichealthworkforce.org.nz](http://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 Case Management studies and the Bachelor of Health Science, visit [www.aut.ac.nz/case-mgmt](http://www.aut.ac.nz/case-mgmt)


### FUTURE STUDENTS

Contact the Future Student Advisory team for more information: [www.aut.ac.nz/enquire](http://www.aut.ac.nz/enquire)  
[futurestudents@aut.ac.nz](mailto: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)  
[www.aut.ac.nz/enquire](http://www.aut.ac.nz/enquire) | [studenthub@aut.ac.nz](mailto:studenthub@aut.ac.nz)

 @AUTEmployabilityandCareers

### EMPLOYABILITY & CAREERS


For other Future Career Sheets visit:  
[www.aut.ac.nz/careersheets](http://www.aut.ac.nz/careersheets)

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

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The information contained in this career sheet is correct at time of printing, August 2019.

