

Appendix 41f ▪ Social Work Care Manager Training and Development Pathway

	Core Competencies	Suggested Courses/ Workshops*	Suggested Time Frames for Completion after Employment
1.	Ability to conduct in-depth assessments and reassessments covering psychosocial issues and rehabilitation.	<ul style="list-style-type: none"> ▪ Geriatric assessment ▪ Risk management 	Six months
2.	Ability to evaluate the client as a total person and identify the functional limitations that impede independently living.	<ul style="list-style-type: none"> ▪ Geriatric assessment ▪ Risk management 	Six months
3.	Good written and verbal communication skills.	<ul style="list-style-type: none"> ▪ Written communication ▪ Teaching strategies ▪ Teamwork 	Six months
4.	Negotiation skills with ability to advocate on behalf of the client.	<ul style="list-style-type: none"> ▪ Problem solving ▪ Case management 	Four months
5.	Collaboration skills including consultation with health professionals, team members, client, family, and community contacts.	<ul style="list-style-type: none"> ▪ Conflict resolution 	Four months
6.	Ability to develop care plans which address client's needs.	<ul style="list-style-type: none"> ▪ Care management 	Four months
7.	Ability to evaluate, monitor, and determine unmet needs of client.	<ul style="list-style-type: none"> ▪ Care management ▪ Risk management 	Four months
8.	Ability to identify and develop support systems for the client.	<ul style="list-style-type: none"> ▪ Community outreach and networking 	Four months
9.	Knowledge of community resources and services available to clients, and ability to access those resources effectively.	<ul style="list-style-type: none"> ▪ Community outreach and networking 	Ongoing
10.	Ability to apply critical thinking/problem solving techniques.	<ul style="list-style-type: none"> ▪ Problem solving ▪ Project resolution 	Four months

*Courses in appropriate subjects may be available on-line as well as through conferences, seminars, and traditional community resources.