Appendix 54 ▪ 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.	▪ Geriatric assessment ▪ Risk management ▪ Fall Prevention Training	Six months
2.	Ability to evaluate the participant as a total person and identify the functional limitations that impede independently living.	▪ Geriatric assessment ▪ Risk management	Six months
3.	Good written and verbal communication skills.	▪ Written communication ▪ Teaching strategies ▪ Teamwork	Six months
4.	Negotiation skills with ability to advocate on behalf of the participant.	▪ Problem solving ▪ Case management	Four months
5.	Collaboration skills including consultation with health professionals, team members, participant, family, and community contacts.	▪ Conflict resolution	Four months
6.	Ability to develop care plans which address the participant's needs.	▪ Care management	Four months
7.	Ability to identify, evaluate, monitor, and determine the participant's unmet needs and risks, including critical incidents.	▪ Care management ▪ Risk management ▪ Mandated Reporting Training	Four months
8.	Ability to identify and develop support systems for the participant.	▪ Community outreach and networking	Four months
9.	Knowledge of community resources and services available to participants, and ability to access those resources effectively.	▪ Community outreach and networking	Ongoing
10.	Ability to apply critical thinking/problem solving techniques.	▪ 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.