Handout 3: Role of the Management Committee in Case Management

Management committees or boards are responsible for ensuring a Case Management approach is implemented in their service. This means making sure that the service has developed the relevant policy and procedures, that staff are appropriately trained, supported and supervised and that adequate systems are in place and resources are available. (See Policy & Procedures Manual - Policies and procedures for case management)

CPCC’s Family Services Program has developed the following policies on working with families:

- Staff will receive appropriate training in working with the target group. This will include training in:
  - Cross-cultural communication
  - Mental health issues
  - Addictive behaviours
  - Dealing with violent/aggressive clients.

- Staff will receive training in case management, including the service's case management policy and procedures.

- The telephone interpreter service will be used when the client does not speak and/or understand English sufficiently well.

- Clients are provided with the service/s requested where possible. If it appears that the client has complex or multiple issues/needs, they are encouraged to participate in a comprehensive assessment and planning process.