



Case Manager Certificate

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Course participants will develop/enhance their knowledge of the case management process and develop skills for needs assessment, goal-setting, action-planning, follow-up, evaluation, and documentation.

Course Description

Case management is a process that facilitates client access to appropriate services and supports. This course is designed to equip case managers to conduct needs assessments, conceptualize cases, prioritize client needs, collaborate with clients to develop action plans and select interventions, and follow-up to ensure clients have achieved their identified goals. The course will also provide tips and techniques for managing time, systems, and data including case notes and documentation, regardless of the data management system – essential competencies for all case managers.

Learning Objectives

- Describe the historical evolution and current breadth of the case manager role
- Differentiate between the process and reporting functions of case managers
- Conduct an effective needs assessment using established frameworks
- Collaborate with clients to prioritize needs and develop action plans
- Identify appropriate internal and external resources to move clients forward
- Coordinate interventions to maximize client success
- Optimize case management logistics (i.e., time, systems, data)
- Develop and maintain case notes
- Close the active file while effectively managing follow-up



Registration Information

Dates:

- May 3 - 30, 2017
- Nov 1 - 28, 2017

Format: 4 weeks online (10 hours per week)

Price:

- \$595.00+tax (Save 10% if 3 or more on same invoice)
- One-time, \$35.00 application fee will apply

To register for this course, please go to our [online store](#)

The Case Manager course is a cutting edge, integrative, inspiring approach to Case Management . . . offering practical and motivational content to help you gain the courage to take charge of your case loads.

I strongly recommend the course to anyone seeking a new approach to Case Management.

Emmanuel Shamatutu, CCDP
Sr. Career Consultant, Career Builder Plus - Douglas College

Call us about a blended model and/or courses for intact work groups

Courses are offered via our facilitated e-learning system (i.e., fully online but guided by an instructor). Students are expected to participate in discussions/activities at least once a day, including weekends, but at whatever time works best for them. Students should plan to spend approximately 1.5 hours per day on course work, including readings, course discussions, activities, and assignments.



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