

Unit Title

LA19 Manage personal caseload

Summary

This Unit is for you if you are responsible for managing your own caseload of clients. Caseload management is an important part of ensuring that all cases are dealt with appropriately to achieve the outcomes required by the client within the timescales required by the service.

The Unit requires you to:

- Record and maintain case notes
- Review personal caseload
- Establish priorities for dealing with personal caseload

There are 3 elements:

No	Title
LA19.1	Record and maintain case notes
LA19.2	Review personal caseload
LA19.3	Establish priorities for dealing with personal caseload

This Unit has been imported from the National Occupational Standards for Advice and Guidance revised by ENTO, December 2005, Unit AG14. It has been tailored in the format agreed for the NOS for Legal Advice.



Element**LA19.1 Record and maintain case notes****Performance Criteria**

To meet the standard, you must be able to:

- 1 Record all key information about each case
- 2 Record all actions being undertaken for clients
- 3 Ensure case notes are accurate and an appropriate amount of detail is included
- 4 Ensure case notes are structured in a way that provides a clear case history
- 5 Ensure case notes are legible and clear
- 6 Use relevant documentation and systems to record the case notes
- 7 Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

The skills you will need to enable you to deliver the service effectively are

- analytical
- prioritising
- decision making
- problem solving
- presenting information
- recording and storing information
- time management

Knowledge and Understanding

To meet the standard, you must know:

- a) What type of information should be recorded about cases
- b) Why it is important to record what is happening
- c) How to confirm that case notes are accurate
- d) How much detail should be included for different types of case
- e) How case notes should be structured
- f) Why it is important that case notes are legible and clear
- g) What the systems are for recording case notes and the procedures relating to the use of these
- h) Why it is important to use the systems
- i) The relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- j) Why it is important to comply with different requirements
- k) What the consequences are of not complying with different requirements
- l) How to obtain information on the requirements

Element**LA19.2 Review personal caseload****Performance Criteria**

To meet the standard, you must be able to:

- 1 Review all relevant information on the personal caseload
- 2 Monitor the progress in achieving the required outcomes for the cases
- 3 Identify any obstacles in achieving the required outcomes for the cases
- 4 Identify any factors that might affect the structure or content of the caseload
- 5 Identify any improvements that can be made to the management of the cases
- 6 Exchange information on the cases according to the procedures of the service
- 7 Record the information on the cases in the appropriate systems
- 8 Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

The skills you will need to enable you to deliver the service effectively are

- analytical
- prioritising
- decision making
- problem solving
- evaluation
- presenting information
- recording and storing information
- time management

Knowledge and Understanding

To meet the standard, you must know:

- a) The types of information on personal caseloads that should be reviewed
- b) How often information on personal caseloads should be reviewed
- c) How many cases can be managed
- d) How to monitor the progress of cases
- e) What type of obstacles could occur in achieving the required outcomes for the cases
- f) How the obstacles can be overcome
- g) The factors that can affect the quantity of cases being managed
- h) What types of improvements could be identified to the management of cases
- i) What types of information are involved in different types of case
- j) Who should be provided with information on cases
- k) Who should provide information on cases
- l) What the systems are for recording case information and the procedures relating to the use of these
- m) Why it is important to use the systems
- n) The relevant national, local, professional, and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- o) Why it is important to comply with different requirements
- p) What the consequences are of not complying with different requirements
- q) How to obtain information on the requirements

Element**LA19.3 Establish priorities for dealing with personal caseload****Performance Criteria**

To meet the standard, you must be able to:

- 1 Establish criteria for setting priorities for cases
- 2 Assess cases against the specified criteria
- 3 Identify any immediate action required to meet deadlines
- 4 Specify clearly the cases that require highest priority
- 5 Inform all relevant people of the need to prioritise specific cases
- 6 Ensure high-priority cases are implemented and assigned the appropriate resources
- 7 Monitor the effect of the priorities on the entire caseload
- 8 Ensure all cases receive the appropriate attention within the timescales established by the service
- 9 Provide a clear rationale for the priorities

The skills you will need to enable you to deliver the service effectively are

- analytical
- prioritising
- decision making
- problem solving
- evaluation
- presenting information
- recording and storing information
- time management

Knowledge and Understanding

To meet the standard, you must know:

- a) What types of criteria could be used for setting priorities
- b) How to agree on the priority criteria
- c) How to match cases against the priority criteria
- d) What deadlines can occur
- e) What the consequences are of not meeting the deadlines
- f) How to specify the highest priorities
- g) Who should be informed of the priorities
- h) Who is responsible for implementing cases
- i) Which resources should be assigned to implementing different types of case
- j) What types of effect or distortion the priorities could have
- k) What timescales are required by the service for different types of case
- l) Why it is important to provide a clear rationale for priorities