



CERTIFICATE IN CASE MANAGEMENT – ADVANCED COLLABORATION IN CARE

DESCRIPTION OF CERTIFICATE

For participants who have completed either the *Certificate in Case Management* or the *Certificate in Case Management – Specialization in Health Care* and want to take their abilities in case management to a higher level, this Certificate program is the next level.

The *Certificate in Case Management – Advanced Collaboration in Care* will equip participants with the knowledge and tools to navigate the complexities of client relationships with confidence and competence.

Throughout this Certificate program, participants will delve into topics that will expand their understanding of the factors that shape client interactions. From recognizing the impact of complex life experiences to adopting a trauma-informed approach, participants will explore how these elements influence their relationships with clients.

The curriculum in the *Certificate in Case Management – Advanced Collaboration in Care* covers essential areas such as

- » Mental health considerations
- » Navigating complex family dynamics
- » Fostering cultural competency
- » Promoting equity, diversity, and inclusion
- » Effectively collaborating with multiple professionals

By immersing themselves in these key themes, participants will gain invaluable insights into overcoming challenges and optimizing case management outcomes.

Upon completing the *Certificate in Case Management – Advanced Collaboration in Care*, participants will have developed a greater ability to provide more comprehensive care and services to those accessing their case management support.

WHY TAKE THIS CERTIFICATE?

Our certificates in Case Management and Case Management – Specialization in Health Care cover the fundamentals and major areas within case management.

However, the *Certificate in Case Management – Advanced Collaboration in Care* is for higher-level case managers and takes a deeper dive into case management.

Specifically, it examines—in detail—mental health considerations; navigating complex family dynamics; cultural competency; the promotion of equity, diversity, and inclusion; and how to collaborate with multiple professionals to come to an effective case resolution.

At the end of this Certificate program, participants will be equipped to be provide outstanding case management, which will ultimately benefit all clients and patients greatly.

CERTIFICATE STRUCTURE

The delivery method for this Certificate program is primarily in-person modules, with the facilitator giving short lectures and participants doing group work, self-reflection, and short assignments.

However, it can be adapted to happen virtually with a similar delivery method.

There are four modules within this Certificate program, each lasting one (1) day. A description of the modules is included below:

MODULE 1: *Identifying Issues and Challenges, and Understanding Trauma-Informed Care*

Participants will explore the diverse array of challenges and issues that clients encounter in their lives. By understanding these challenges, they will be better prepared to provide effective support and assistance to clients.

Then, participants will delve into the principles of Trauma-Informed Care, recognizing the prevalence of trauma among individuals seeking support.

Understanding trauma and its impact is crucial for providing compassionate and effective care.

MODULE 2: *EDI and Developing Cultural Competency*

Equity, diversity, and inclusion are fundamental principles in case management. Participants will examine the importance of embracing diversity and fostering inclusive practices to ensure equitable outcomes for all clients.

Furthermore, there will be a focus on developing cultural competency, recognizing the significance of understanding and respecting diverse cultural backgrounds to provide culturally responsive care.

MODULE 3: *Mental Health and Substance Use, Complex Family Dynamics, and Collaboration with First Nations Communities*

Collaborating effectively with First Nations communities requires a deep understanding of their unique histories, cultures, and challenges. Participants will explore strategies for building meaningful partnerships and providing culturally sensitive support to Indigenous clients.

Moreover, this module will address the complexities of mental health and substance use issues, as well as navigating complex family dynamics, to better serve clients facing these challenges.

MODULE 4: *Building Relationships, Referral Networks, and Collaboration with Multiple Professionals*

Building strong client relationships and collaborating effectively with other professionals are essential components of successful case management.

In this final module, participants will dive into strategies for fostering trust and rapport with clients, as well as developing robust referral networks to connect clients with appropriate resources.

Finally, the intricacies of collaborating with multiple professionals from various disciplines to ensure comprehensive and coordinated care for clients will be examined at length.