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### Overview

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.

#### **There are three elements**

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

# SFJHA5

## Manage personal caseload

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### Performance criteria

*You must be able to:*

#### Record and maintain case notes

- P1 record all key information about each case
- P2 record all actions being undertaken for clients
- P3 ensure case notes are accurate and an appropriate amount of detail is included
- P4 ensure case notes are structured in a way that provides a clear case history
- P5 ensure case notes are legible and clear
- P6 use relevant documentation and systems to record the case notes
- P7 comply with all relevant legislation, codes of practice, guidelines and ethical requirements

#### Review personal caseload

*You must be able to:*

- P8 review all relevant information on the personal caseload
- P9 monitor the progress in achieving the required outcomes for the cases
- P10 identify any obstacles in achieving the required outcomes for the cases
- P11 identify any factors that might affect the structure or content of the caseload
- P12 identify any improvements that can be made to the management of the cases
- P13 exchange information on the cases according to the procedures of the service
- P14 record the information on the cases in the appropriate systems
- P15 comply with all relevant legislation, codes of practice, guidelines and ethical requirements

#### Establish priorities for dealing with personal caseload

*You must be able to:*

- P16 establish criteria for setting priorities for cases
- P17 assess cases against the specified criteria
- P18 identify any immediate action required to meet deadlines
- P19 specify clearly the cases that require highest priority
- P20 inform all relevant people of the need to prioritise specific cases
- P21 ensure high-priority cases are implemented and assigned the appropriate resources
- P22 monitor the effect of the priorities on the entire caseload
- P23 ensure all cases receive the appropriate attention within the timescales established by the service
- P24 provide a clear rationale for the priorities

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## Manage personal caseload

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### Knowledge and understanding

*You need to know and understand:*

#### Record and maintain case notes

- K1 what types of information should be recorded about cases
- K2 why it is important to record what is happening
- K3 how to confirm that case notes are accurate
- K4 how much detail should be included for different types of case
- K5 how case notes should be structured
- K6 why it is important that case notes are legible and clear
- K7 what the systems are for recording case notes and the procedures relating to the use of these
- K8 why it is important to use the systems
- K9 the relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- K10 why it is important to comply with different requirements
- K11 what the consequences are of not complying with different requirements
- K12 how to obtain information on the requirements

#### Review personal caseload

*You need to know and understand:*

- K13 the types of information on personal caseloads that should be reviewed
- K14 how often information on personal caseloads should be reviewed
- K15 how many cases can be managed
- K16 how to monitor the progress of cases
- K17 what type of obstacles could occur in achieving the required outcomes for the cases
- K18 how the obstacles can be overcome
- K19 the factors that can affect the quantity of cases being managed
- K20 what types of improvements could be identified to the management of cases
- K21 what types of information are involved in different types of case
- K22 who should be provided with information on cases
- K23 who should provide information on cases
- K24 what the systems are for recording case information and the procedures relating to the use of these
- K25 why it is important to use the systems
- K26 the relevant national, local, professional, and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- K27 why it is important to comply with different requirements
- K28 what the consequences are of not complying with different requirements
- K29 how to obtain information on the requirements

#### Establish priorities for dealing with personal caseload

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*You need to know and understand:*

- K30 what types of criteria could be used for setting priorities
- K31 how to agree on the priority criteria
- K32 how to match cases against the priority criteria
- K33 what deadlines can occur
- K34 what the consequences are of not meeting the deadlines
- K35 how to specify the highest priorities
- K36 who should be informed of the priorities
- K37 who is responsible for implementing cases
- K38 which resources should be assigned to implementing different types of case
- K39 what types of effect or distortion the priorities could have
- K40 what timescales are required by the service for different types of case
- K41 why it is important to provide a clear rationale for priorities

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## Manage personal caseload

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### Additional Information

#### Skills

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

##### **Record and maintain case notes**

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

##### **Review personal caseload**

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

##### **Establish priorities for dealing with personal caseload**

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

## SFJHA5

### Manage personal caseload

<b>Developed by</b>	Skills for Justice
<b>Version number</b>	2
<b>Date approved</b>	July 2009
<b>Indicative review date</b>	July 2011
<b>Validity</b>	Current
<b>Status</b>	Tailored
<b>Originating organisation</b>	ENTO
<b>Original URN</b>	AG14
<b>Relevant occupations</b>	Public Services; Public Service and Other Associate Professionals; Paralegal
<b>Suite</b>	Legal Advice; Providing Legal Services
<b>Key words</b>	Record cases, maintain cases, establish priorities; Legal Services