



The role of the case manager

- identifying the services and resources needed to achieve the action plan's outcomes
- briefing the service provider(s)
- referring the student to the service provider(s)
- convening case conferences
- monitoring the quality of the services provided and progress towards achieving the outcomes
- adjusting the action plan when necessary
- reporting on the outcomes of the action plan;
- consulting and communicating on an ongoing basis with the student, service provider(s), and other stakeholders (eg. family, carers, teachers) about the above processes.



The role of the case manager

Could involve delegation of support or direct support by, for example:

- mentoring the student
- counselling the student
- modelling pro-social behaviour
- educating the student and parent(s)/carer(s) about the nature of the services offered
- accompanying the student to appointments, case conferences etc
- being an advocate for the student (eg. student's views are heard and actioned; lobbying for particular resources).