

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

COD/OS/SW/CR/11/6/A

CONDUCT CASE MANAGEMENT

July/ Aug. 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. This paper has two sections **A** and **B**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of THREE (3) printed pages

**Candidates should check the question paper to ascertain that all pages are
printed as indicated and that no questions are missing**

SECTION A: (40 MARKS)

(Answer ALL the questions in this section)

1. Identify **three** goals of case management. (3 Marks)
2. Mention **four** ways of protecting clients' information in case management. (4 Marks)
3. List **five** categories of problems that may require casework intervention. (5 Marks)
4. Highlight **four** benefits of monitoring and evaluation in the case management process. (4 Marks)
5. Identify **five** circumstances under which case management services may be terminated in social work. (5 Marks)
6. List **four** forms that a case worker utilizes in case management process. (4 Marks)
7. Mention **five** roles caregivers in case management services. (5 Marks)
8. Outline **three** components of casework (3 Marks)
9. Identify **four** situations when a client's confidentiality may be broken. (4 Marks)
10. Name **three** types of meetings in case management (3 Marks)

SECTION B: (60 MARKS)

(Answer any THREE questions in this section)

11. A social worker is the key pillar in the whole process of case management.
 - a) Discuss **five** roles of a social worker in case management. (10 Marks)
 - b) Describe **five** strategies of follow-up during the case management process. (10 Marks)
12. Case management is a collaborative process in which a case manager works with clients to ensure they obtain the proper services in the most effective manner.
 - a) Discuss **four** models that maybe used to manage a case affecting an individual in the community (8 Marks)
 - b) Describe **six** steps of case management process. (12 Marks)

13. The conduct of a case worker is guided by the ethical tenets of the NASW code of ethics and practices.

a) Discuss **five** ethical standards as stipulated by National Association of Social Work that social workers should observe during case management. (10 Marks)

b) Analyze **five** components of a case management report. (10 Marks)

14. A case manager requires both technical knowledge and skills for effective service delivery.

a) Explain **five** skills that a case manager should possess for effective case management. (10 Marks)

b) Explain **five** ways of assessing social casework (10 Marks)

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