



Quality | Support | Services

[www.rjcp.net.au](http://www.rjcp.net.au)

# Effective Case Management in RJCP

## About the Workshop

An essential part of RJCP delivery is the case management of job seekers. While understanding the processes of effective case management is vital, when working in an RJCP environment, the emphasis and focus on performance is always ever present.

This 1-day workshop is designed for operational staff delivering case management services to job seekers. The workshop will focus strongly on the development of best practice techniques and structures for case management so that not only will participants be better able to work with their job seekers, but they will also be implementing procedures and structures to maximise high performance and the achievement of quality outcomes

## Who Should Attend

This workshop has been designed for frontline staff delivering client services to job seekers under the RJCP Funding Agreement.

## Workshop Investment (per participant)

\$440 (inc GST) RJCP Central Non-Members  
\$330 (inc GST) RJCP Central Members

## Workshop Content

- Job seeker engagement
- Work preparation activity
- Job seeker participation
- Building effective relationships
- Working your caseload
- Caseload segmentation
- Addressing the non-vocational barriers
- The initial interview
- The contact appointment
- Managing job seeker compliance and participation

## In-House Training

This workshop can be delivered directly to your staff as an in-house training program. All in-house training workshops can be tailored to meet your individual needs

## Upcoming Workshops

All upcoming workshops will be advertised through our website [www.rjcp.net.au](http://www.rjcp.net.au)

RJCP Central (a division of Job Services Central)

Phone : 1800 508 290 | Fax : (02) 9475 0239 | Web: [www.rjcp.net.au](http://www.rjcp.net.au)