CONCEPT

Social Services Management: Case Management, Supervision and Programme Evaluation



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Introduction:

Social services managers are expected to run fair access, safe casework and measurable results with stretched teams, yet many units still work from unclear eligibility rules, informal referral routes, uneven caseload supervision and evaluation that counts contacts rather than change for families. This Core Concept course equips managers and supervisors to organise social services management around a clear case management cycle, sound practice standards and practical programme evaluation. Over five intensive days, participants review real case files, referral data and cost figures, and leave with a Service Improvement and Evaluation Plan for a social service programme.

Course Objectives:

- Organise a social service around defined service models, rights-based and strengths-based practice and written service standards
- Set eligibility, intake and referral rules and run the case management cycle from assessment to closure
- Supervise caseloads and social work staff using structured allocation, reflective supervision and wellbeing checks
- Plan services from needs evidence and design programmes with a theory of change, logic model and results indicators
- Choose process, outcome or impact evaluation designs and calculate cost per outcome for value for money decisions
- Produce a Service Improvement and Evaluation Plan ready for board and funder review

Target Audience:

- Managers who head social care, family support or welfare service units
- Supervisors who allocate caseloads and oversee the practice of social workers and counsellors
- Programme managers who design and run social development and guidance programmes
- Quality and performance leads who monitor service standards and beneficiary outcomes
- Grant and partnership managers in charities and foundations who fund or commission social services

Course Outline:

Day 1: Service Models, Practice Standards and Access Pathways

- Case Management Service Models: Broker, Clinical, Strengths-Based and Rehabilitation
- Rights-Based and Strengths-Based Practice Principles: Dignity, Participation and Self-Reliance
- Social Service Standards Framework: Access, Assessment, Care Planning and Review
- Eligibility Criteria Matrix, Priority Banding and First-Contact Triage Protocol
- Inter-Agency Referral Pathway and Referral Acknowledgement Protocol

Day 2: Case Management Process, Counselling and Safeguarding

- Case Management Cycle: Identification, Assessment, Care Planning, Monitoring, Review and Closure
- Biopsychosocial Assessment Template and Individual Care Plan
- Social and Career Counselling Function and Guidance Session Structure
- Safeguarding Policy Framework: Risk Indicators, Escalation Routes and Designated Leads
- Case Closure Criteria and Aftercare Follow-Up Protocol

Day 3: Caseload Supervision, Case Records and Practice Governance

- Caseload Weighting Tool and Allocation Meeting Format
- Reflective Supervision Model and Secondary Trauma and Burnout Risk Checklist
- Digital Case Record Structure, Case Note Standards and Beneficiary Data Protection
- Practice Governance Group, Case Review Cycle and Programme Risk Register
- Beneficiary Feedback Mechanism and Complaints Handling Procedure

Day 4: Needs Assessment, Programme Design and Partnerships

- Population Needs Assessment Using Service Demand and Waiting-List Data
- Theory of Change for a Social Service Programme: Pathways and Assumptions
- Logic Model: Resources, Activities, Outputs and Short- and Long-Term Outcomes
- Commissioning Cycle, Service Level Agreements and Grant Performance Clauses
- Board and Funder Reporting Pack: Narrative, Data and Exceptions

Day 5: Results Indicators, Evaluation Economics and Capstone: Service Improvement and Evaluation Plan

- Results Indicator Set and Monitoring System: Data Flows, Dashboards and Review Meetings
- Evaluation Design Choice: Process, Outcome and Impact Evaluation at Management Level
- Cost per Case, Cost per Outcome and Value for Money Review
- Capstone: Drafting the Service Improvement and Evaluation Plan for a Case Social Service Programme
- Plan Presentation, Panel Challenge and Action Commitments

Skills You Will Gain:

- Social Service Design
- Eligibility and Referral Management
- Casework Oversight
- Reflective Staff Supervision
- Safeguarding Escalation
- Social Needs Analysis
- Programme Evaluation Design
- Unit Cost Analysis

Why Attend This Course:

- Return with a Service Improvement and Evaluation Plan built on a case social service programme and tested by peers
- Replace informal intake and referral habits with written eligibility rules, triage steps and referral routes your team can follow
- Show boards and funders what a service achieves for families and what each outcome costs
- Compare social service practice with managers from public agencies, charities and foundations in other countries

Conclusion:

Social services earn trust when people reach the right help quickly, casework is supervised and safe, and managers can show what changed and at what cost. In one week, the first three days build the service itself: models, standards, access, the case management cycle, supervision, records and governance. Day 4 adds needs-led planning, programme logic and commissioning, and Day 5 covers indicators and evaluation economics before participants produce a Service Improvement and Evaluation Plan to guide the next review of their service.