

# Case Manager Job Description

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## **Duties and Responsibilities:**

- Interview and interact with clients to highlight their needs and develop personalized health care plans
- Act as patient advocates assisting them in taking informed decisions regarding their health status and choice of treatment
- Develop good working relationship with patients' health care providers during a case management process to ensure effective team work
- Monitor and keep record of patient treatment plan and response of patient to medication
- Conduct negotiations with health insurance brokers on behalf of a client to adjust the coverage of an insurance service
- Monitor the quality of treatment provided to clients to ensure it's up to acceptable standard
- Proffer advice and recommendations to address patient psychosocial and motivational needs
- Ensure compliance with fundamental case management protocols, policies and procedures
- Assist socially challenged individuals to integrate effectively into the society
- Prepare and present report of case management activities to superiors or to relevant authorities
- Design home treatment plans which allows clients receive medical treatment and health care at home
- Maintain constant communication with clients to obtain feedback and ensure satisfaction with healthcare and case management services
- Coordinate and oversee the discharge of patients by reviewing client conditions to amplify discharge plans
- Attend educational programs, conferences and workshop to improve on existing job knowledge.

## **Case Manager Requirements – Skills, Knowledge, and Abilities**

- **Education and Training:** To become a case manager, you require a Bachelor's degree in health related disciplines such as psychology, human services, gerontology, and social work. You are required to obtain state license in order to practice as a certified case manager
- **Communication Skills:** Case managers are adept at interacting with clients and patients to identify and help resolve their social or health difficulties
- **Management Skill:** They are able to oversee the treatment plan and recovery process of a client to ensure satisfaction with provided services
- **Problem-solving Skill:** They are proficient in conducting research to identify and provide effective solutions to client needs.