CASE MANAGER RESPONSIBILITIES

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The role of a case manager is multi-faceted and complex. A case manager functions in different roles in a mission, depending on the situation and need. There are six common activities as a case manager, which are central to their role in a client's stay at a mission.

ASSESSMENT: A case manager is the primary individual conducting the assessment of a client. Along with assessing the client's needs, a case manager finds out what a client's strengths and limitations are. The assessment will be an ongoing process and is a fundamental role in a case manager's responsibility.

PLANNING: A great deal of planning goes into working with a client as a case manager. At times the planning includes how to acquire services, while at times, a client and case manager work together to plan how to reach goals. Included in the planning role, a case manager also holds the client-case manager team accountable to sticking to the plan. LINKAGE: Coordinating services and individuals in a client's life can be complicated and overwhelming. A large part of a case manager's role is to be a link between the multiple services and people in a client's life. It is important that throughout the process of linking, the client feels empowered and learns by example how to navigate "the system".

ADVOCACY: A case manager can be a powerful advocate for the client. Through a trusting relationship, the case manager will often have a deeper insight into the client and thus be able to advocate on their behalf. Advocacy can occur on many levels, from legal to spiritual.

MONITORING: Similarly to holding the client accountable, a case manager monitors the quality of services being provided. A case manager will be responsible for making appropriate recommendations to ensure that a client is receiving appropriate services and making strides to reaching their goals.

EVALUATION: Case managers need to consistently monitor the overall process of service and change. Being in tune with what is happening is crucial so that a case manager can objectively evaluate the process.

An effective case manager has many responsibilities. However, equally important are empathy, genuineness, warmth and good listening skills.