

The Role of a Case Manager

The role of a case manager includes:

- Supporting and advocating (where appropriate) on behalf of the client;
- Being the client's main point of contact for assessment of needs;
- Supporting care and treatment goals and planning interventions to meet needs; and
- Providing, coordinating and following-up on the provision of services.
- Providing options as opposed to deciding on behalf of the client or giving advice;
- Upholding the guiding principles for working with protection cases;¹
- Following informed consent/assent procedures according to local laws, and age and developmental stage of the child;
- Applying confidentiality protocols to reflect the limits of confidentiality;
- Assessing a client's immediate health, safety, psychosocial and legal/justice needs;²
- Identifying strengths and needs to engage the client in a strength-based care and treatment process;³
- Proactively engaging non-offending caregivers throughout case management;⁴
- Having the ability to function independently and collaborate with other service providers;⁵
- Documenting the case.

¹Caring for Child Survivors of Sexual Abuse: Guidelines for Health and Psychosocial Service Providers in Humanitarian Settings. IRC / UNICEF, 2012

² Ibid

³ Ibid

⁴ Ibid

⁵ Ibid