

# Vacancy

## CASE MANAGEMENT OFFICER - EKUPHILENI CLINIC

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### Job Description:

The successful candidate in this position will be responsible for clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; facilitating interdisciplinary approaches; monitoring staff performance. Admits new clients by reviewing records and applications; conducting orientations.

### **JOB SPECIFICATION:**

#### **Skills:**

- People management Skills: proficiency in coordinating the activities of various health care staff to ensure delivery of proper patient care plan.
- Communication Skills: case officer requires excellent communication skills to communicate with patients and their families to educate them on essential care techniques required for complete recovery of patients
- Analytical Skills: Proficiency in conducting research to identify and develop solutions to patients' requirements and needs
- Valid drivers licences

#### **Knowledge:**

Experience in health sector will be an added advantage.

#### **Experience:**

Minimum 3 years in a Healthcare Administration

#### **Education and Training:**

- Bachelor's degree in nursing or social work.
- Must be computer literate in MS Office.

## **Attitude:**

High initiative, compassionate, friendliness, respect.

## **The daily duties, tasks, and responsibilities of Hospital/Clinic Case Officer;**

- Assess a patient's health insurance cover and work with the insurer and multiple providers to ensure the best care is delivered with the least financial burden.
- Obtain pre-authorizations from health insurers for the patient to access services at the clinic.
- Audit claims and quotations submitted to health insurers/funders.
- Liaise between the Clinic, clients and health insurers/funders.
- Ensure appropriate coding of billing invoices according to the International Classification of Diseases (ICD-10).
- Monitor and oversee billing processes and procedures for the clinic.
- Maintain record of client treatment and progress of recovery.
- Interact with patient's family to educate them on care techniques required to enhance the recovery of a patient.
- Assist patients with the interpretation of medical documents.
- Ensure tests administered to patients are appropriate and necessary.
- Oversee the coordination and integration of health and case management functions in order to achieve a common goal.
- Monitor patient response and progress of treatment to recommend adjustments where necessary.
- Establish good working relationship with physicians to ensure timely and effective patient recovery.
- Monitor the quality of health care provided to patients to ensure they are up to acceptable standard.
- Help patients access government health aid and community health organization/social service benefits.
- Prepare and implement patient discharge plan which allows for continued treatment after hospital discharge.
- Ensure patients have the necessary utilities and amenities required for complete convalescence.

This position reports to the Clinic Administrator.