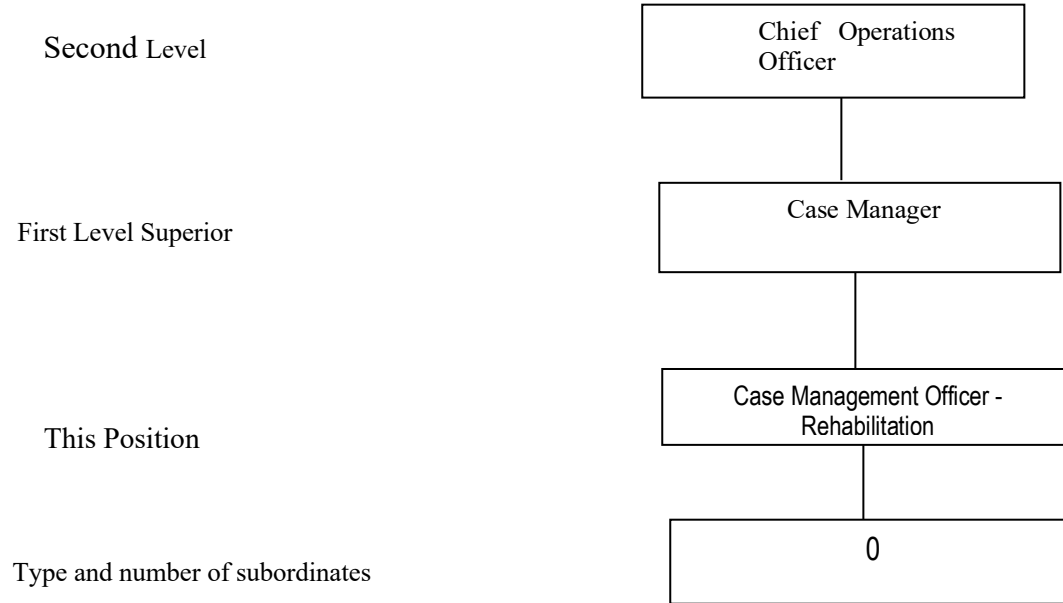




JOB DESCRIPTION		Division: Operations	Department: Case Management
Job Title:	Case Management Officer-Rehabilitation	Ref No.: _____	No. Of Incumbents: _____
Main Purpose of Job:	To facilitate and coordinate comprehensive treatment, rehabilitation and; ensure enhancement of quality of life to claimants, as guided by the statutory limits.		
Required Minimum Education/ Training:	Bachelor of Nursing Science, or equivalent healthcare qualification. Case Management Qualification, Medico-legal Qualification, ICD-10 coding Qualification, Counselling Psychology training an added advantage.		
Required Minimum Work Experience, Skills & Attributes:	Strong interpersonal skills with an approachable personality. Excellent report writing and organizational skills. Clear understanding of confidentiality. Ability to work under pressure to agreed deadlines and adapt to change. The ability to pay high attention to detail and communicate effectively with medical professionals, to ensure that high quality care is rendered to Claimants. Ability to work in a flexible manner – out of hours as required. Ability to represent the company externally with key stakeholders. To be amiable, professional and approachable at all times; Driving, conceptual, and problem solving skills. A minimum experience of three years in a clinical environment, either public or private, /and or minimum of three years in a psychological environment.		
Job Description Written By:	_____	Signed: _____	Date: _____
Agreed by Incumbent:	_____	Signed: _____	Date: _____
Approved By 1st Line Superior:	_____	Signed: _____	Date: _____
Approved by General Manager:	_____	Signed: _____	Date: _____

**ORGANIZATION
STRUCTURE**



KEY PERFORMANCE/RESULT AREAS & KEY TASKS			
Key performance/results areas (major activities and responsibilities)	Tasks/Duties and Inputs	Standards of performance/Indicators	How often? % of job
1. Claim lodgment	<ul style="list-style-type: none"> • Conduct hospital visit for severely injured • Conducts Case mopping and review RTA registry. • Explain to RTA victims on SMVAF processes and statutory limits. • Assist claimant to complete claim form. • Scan all hospital records during the hospital visit into the Fund's system 	<ul style="list-style-type: none"> • Push notification to the call centre for generation of case and/or occurrence number. 	5%
	2. Treatment and Rehabilitation	<ul style="list-style-type: none"> • Attend to RTA's victims in the various Clinics and Hospitals across the country. • Injury profiling confirmation, through considering hospital records and engaging treating doctors. • Evaluate patient to determine care, when the patient should be discharged, home planning, and other needs and action plans; • Advocate for claimants and ensure proper interventions are available • Facilitate/coordinates interdisciplinary approach for patient care as required by the claimant's condition. • Interpret and priorities on interventions on the treatment plans • Facilitate investigations, medical and treatment referrals; • Assist patients understand their conditions and treatment options; • Maintain appropriate cost and excellent records of clients treatment; • Assess patient's progress throughout hospital stay; • Conducting hospital and home visits • Submits monthly reports to Case Manager • Coordinate and facilitate the referral of claimant to other stakeholders 	<ul style="list-style-type: none"> • Treatment plan developed and timely updated • Timely and cost effective execution and monitoring of treatment plan • Visits reports (Hospital and Home)

<p>3. Enhancement of quality of life</p>	<ul style="list-style-type: none"> • Coordinate transportation of claimants • Procure pharmaceutical supplies • Facilitate referrals to rehabilitation specialists • Facilitate and procure assistive devices of Claimants admitted in hospital, as per treatment plan • Transmit all assistive devices procured to claimant • Conducting hospital, home, work or school visits; • Facilitate improvements (home, school, work) 	<ul style="list-style-type: none"> • Visits reports • Purchase and delivery order 	<p>15%</p>
<p>4. Consolidation of Treatment plans</p>	<ul style="list-style-type: none"> • Review medical documents; • Consolidate different treatment plans and communicate to Claimant interventions required (Case Offer) • Prepare a clinical opinion where necessary to guide processing of the Case • Prepare a comprehensive case discharge report with financial presentation after completion of treatment • Ensure liaison within the department where necessary, e.g., with Welfare Officer 	<ul style="list-style-type: none"> • Client acknowledgment of treatment plan • Discharge plan 	<p>25%</p>
<p>5. Psychotherapy</p>	<ul style="list-style-type: none"> • Screening and identification of mental health challenges during hospital visits. • Offer psychological first aid to accident victims • Ensure proper trauma intervention and management. • Provide preventative interventions to avoid Post Traumatic Syndrome Disease (PTSD) through providing counselling services. • Providing vicarious trauma psycho-education (i.e. caring for caregivers) 	<ul style="list-style-type: none"> • Psychotherapy report 	<p>20%</p>



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| | <ul style="list-style-type: none">• Promotion of primary psychological wellbeing• Prepare a psychological opinion where necessary to guide processing of the case and craft a continuity of care plan.• Facilitate and procure pharmaceutical supplies• Conduct Mental Status Examination/Assessment (MSE), assessments• Referral to appropriate professionals or other appropriate resources (know when to refer to a psychiatrist/psychologist and other therapists) | | |
|--|--|--|--|