



Understanding Professional Roles

Professional Role

CASE MANAGER

Role Function

Manages the process to plan, seek, advocate for, and monitor services from different social services or health care organizations and staff on behalf of a client. The process enables social workers in an organization, or in different organizations, to coordinate their efforts to serve a given client through professional teamwork, thus expanding the range of needed services offered. Case management limits problems arising from fragmentation of services, staff turnover, and inadequate coordination among providers. Case management can occur within a single, large organization or within a community program that coordinates services among settings

Abilities

- Engagement with clients
- Assessment of client priorities, strengths, and challenges
- Development and implementation of a care plan
- Monitoring of service delivery
- Evaluation of outcomes
- Closure (including termination or transition follow-up)
- Connect client with resources and supports

Limitations

- Roles and responsibilities of case managers may vary depending on program objectives.
- Adults retain all civil/constitutional rights, i.e., right to live their lives as they wish, unless a court adjudicates otherwise.
- Adults have right to make decisions that do not conform with societal norms as long as these decisions do not harm others.
- Adults have right to accept/refuse services.
- Self-determination
- Capacity - decisional capacity is defined by 4 criteria: elders must understand basic facts surrounding a decision; appreciate personal impact of decision, including one's capabilities and limitations; have a reasoning process for comparing options and predicting consequences of alternative choices; be able to make a choice.
- Funds availability