**ROLE PROFILE**

**CASE MANAGER**

**LIBERTAS HEALTH**

**CONTENTS**

1. **ROLE PROFILE**
2. **REPORTING STRUCTURE**
3. **PRIMARY FUNCTIONS**
4. **OUTPUTS**
5. **CUSTOMER/STAKEHOLDERS**
6. **DECISIONS**
7. **TIME HORIZON**
8. **KNOWLEDGE**
9. **SKILLS**
10. **EDUCATION**
11. **EXPERIENCE**
12. **BEHAVIOURAL COMPETENCIES**
13. **ROLE PROFILE**

|  |  |
| --- | --- |
| Role Profile Nane | Case Manager |
| Company | Libertas General Insurance |
| Department | Health |
| Location | Blantyre |

1. **REPORTING STRUCTURE**

The below diagram outlines the reporting structure relevant to the role.

|  |
| --- |
| Health Operations Manager |

|  |
| --- |
| Case Manager |

1. **PRIMARY FUNCTIONS**

Employing a collaborative process, the case manager is responsible for accessing, planning, implementing, coordinating, monitor, evaluating and advocating the services and best options required to meet the needs of all stakeholders.

Utilizing the clinical knowledge, communication and available resources to promote quality, cost effective outcomes to manage and reduce the clinical and financial risk of the product.

1. **OUTPUTS**

|  |  |
| --- | --- |
| 1 | To work in liaison with all other healthcare professionals and providers in the continuum of care, providing timeous, accurate updates of authorisation requests through regular contact and collaboration. |
| 2 | To negotiate the level of care and length of stay including health technology requirements, in accordance with clinical appropriateness with hospitals and providers to ensure quality, cost-effective outcomes. |
| 3 | To monitor and evaluate treatment requirements in order to manage the risk of all patients in hospital. |
| 4 | To provide input and assist in the design of the system and operational aspects of the Managed Care Programme. |
| 5 | To appropriately and correctly load, authorize, decline cases on the system and ensure accurate record keeping takes place. |
| 6 | To work with other managers/advisors/Group Human Resources (HR) as and when required in disease and chronic management of cases. |
| 7 | To identify cases that need to be referred to medical advisors or discussed at clinical governance meetings for further clinical opinion in order to ensure appropriate treatment is provided and provide input at high-Cost meetings. |
| 8 | To ensure on-going case management of high-risk members, facilitating early discharge planning and post hospitalisation care. |
| 9 | Assess resource utilisation, treatment plans and cost management services offered by providers. |
| 10 | To ensure that client, provider and interdepartmental Service Level Agreements (SLA’s) are maintained. |

1. **CUSTOMER/STAKEHOLDERS**

|  |  |
| --- | --- |
| **Internal** | **External** |
| In- country staff | Members |
| Operations Team | Doctors/Advisors/Healthcare Providers/Hospitals |

1. **DECISIONS**

These are decisions that the staff member can make independently and without supervision. List the decisions the individual makes, contributes to or recommends.

|  |
| --- |
| Decisions |
| Decisions regarding specific cases in line with member care principles, standard operating processes and Client/Scheme rules. |

1. **TIME HORIZON**

Short, medium term.

1. **KNOWLEDGE**

|  |  |
| --- | --- |
| **Knowledge** | **Level (Basic, Intermediate, Advanced)** |
| Managed care principles, processes and protocols | Advanced |
| Medical aid / Medical insurance products and the structure of Medical Scheme benefits. | Intermediate |
| ICD10 and Current procedural Terminology (CPT coding) | Intermediate |
| Specialist skills systems | Intermediate |
| Process understanding | Intermediate |
| Reporting skills | Intermediate |

1. **SKILLS**

|  |  |
| --- | --- |
| **Skills** | **Level (Basic, Intermediate, Advanced)** |
| Application of managed care principles | Advanced |
| Telephone etiquette | Advanced |
| Interpersonal skills | Advanced |
| Analysis and problem-solving skills | Advanced |
| Systems | Intermediate |
| Computer Skills – MS Office | Intermediate |

1. **EDUCATION**

|  |  |
| --- | --- |
| **Education** | **Essential / Advantageous** |
| University qualification | Essential |
| Bachelor’s in nursing and registered with the Nurses Council of Malawi | Essential |

1. **EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Experience** | **Industry** | **Years** | **Essential /Advantageous** |
| Nursing | Hospital / Insurance | 3 – 5 | Essential |
| Managed Care | Hospital / Insurance | 3 – 5 | Essential |
| Hospital Case Management | Hospital/ Insurance | 3 – 5 | Essential |
| Disease/Oncology/HIV case management | Hospital/ Insurance | 1 – 3 | Advantageous |

1. **BEHAVIOURAL COMPETENCIES**

Behavioural success factors that are pertinent to the role or carried out daily. These are the observable behaviours or personal attributes (actions, verbal or non-verbal cues) that you would see daily.

|  |  |
| --- | --- |
| **Behavioural Attributes** | **Ranking** |
| Achieving Personal Work Goals | |
| Adapting and Responding to Change | |
| Adhering to Principles and Values | |
| Analysing | X |
| Applying Expertise and Technology | X |
| Coping with Pressure and Setbacks | X |
| Creating and Innovating | |
| Deciding and initiating action | |
| Delivering Results and Meeting Customer/ company Expectations | X |
| Entrepreneurial and Commercial Thinking | |
| Following Instructions and Procedures | X |
| Formulating Strategies and Concepts | |
| Leading and Supervising | |
| Learning and Researching X | |
| Persuading and influencing | |
| Planning & organising | X |
| Presenting and Communicating Information | |
| Relating and Networking | X |
| Working with People | X |
| Writing and Reporting | |

Take note that those marked × are the most important behavioural attributes – the others as listed may well be relevant.

Interested individuals must download and fill in the application form on the link below and submit to the following address together with copies of their certificates: –

Human Resources Officer,

Libertas General Insurance Company Limited,

P.O. Box 354,

Unit House, Ground floor,

Blantyre.

Email: [recruitment@libertas.co.mw](mailto:recruitment@libertas.co.mw)

Closing date for receiving applications is 10th December 2024.

Only shortlisted candidates will be contacted.