

Job brief

We are looking for a Case Manager to enhance the quality of patient management, maximize satisfaction and promote cost effectiveness. The successful candidate will be accountable for the full patient care cycle. Case Manager duties include assessing, planning, implementing, monitoring and evaluating actions required to meet the client's health and human services needed. A certified Case Manager is a plus.

Responsibilities

- Coordinate and provide care that is safe, timely, effective, efficient, equitable, and client-centered
- Handle case assignments, draft service plans, review case progress and determine case closure
- Help clients achieve wellness and autonomy
- Facilitate multiple care aspects (case coordination, information sharing, etc)
- Help patients make informed decisions by acting as their advocate regarding their clinical status and treatment options
- Develop effective working relations and cooperate with medical team throughout the entire case management process
- Arrange abeyances with social services, health and governmental agencies
- Take the extra mile and interact with patients to keep track of their progress and to ensure satisfaction
- Record cases information, complete accurately all necessary forms and produce statistical reports
- Promote quality and cost-effective interventions and outcomes
- Assess and address motivational and psychosocial issues
- Adhere to professional standards as outlined by protocols, rules and regulations

Requirements

- Proven working experience in case management, including as a Nurse, Medical, Mental Health Care Manager or a related job
- Excellent knowledge of case management principles, **healthcare management** and reimbursement
- Previous experience with psychological aspects of care
- Effective communication skills
- Excellent organisational and time management skills
- Familiarity with professional and technical emerging knowledge
- Problem solving skills and ability to multi-task
- Compassionate with teamwork skills
- Current license, certification or registration
- BS degree in related healthcare field