

Standardized TOR for Case Managers – MHPSS TRG 2017

I. General definition of Case management

Case management is collaborative process of assessment, planning, Facilitation, care coordination, evaluation, and advocacy in the interest of developing options and services to meet Person in concern comprehensive needs through communication and available resources to promote quality, cost-effective outcomes. Case management areas are many and varied and they are not specified only with one field.

II. Purpose of standardized TOR for case managers

- MHPSS TWG has raised concerns related to lack of clarity in the TOR for case managers which may potentially lead to confusion regarding the case management approach. After reviewing the TORs of different organizations (SARC, UNHCR, IMC, UNRWA, DRC,) we found that Case management program is implemented in different context (Clinics, community centers, Mobile teams, shelters,). Also we found that case managers are interfering in different levels some are so basic and others interfere in a more focused non- specialized way including basic Counseling .Some additional task where added in some TOR not related directly to CM . Most of additional scope of work described in TORs is related to the training and supervisory role for CM with volunteers, in addition to their role to assist in developing and implementing structured PSS activities.

III. Standardized TOR for Case management

Title of position: MHPSS Case Manager

Reports to: According to the organization

Specific Scope of Work:

- Identify Person on concern that needs support.
- Conduct a comprehensive Bio psychosocial assessment for the referred or identified POCs.
- Defining the Psychological problem /s.
- Develop a plan of action/care plan jointly with the POCs.
- Provide appropriate basic PSS support for individual and group interventions at the level of Focused non- specialized according to MHPSS pyramid of intervention.
- Conduct outreach and home visits and document it. (When needed and as appropriate in context).
- Refer cases to specific services to meet their need according to the jointly developed care plan for ex: (recreational activities, legal consultation, specialized MHPSS services, vocational training, education,).

- Conduct mapping of services in catchment area of operations to ensure efficient referrals
Update the Map on a quarterly basis minimum
- Work closely and coordinate with the staff in the place of work as needed with the members of MHPSS case management team (depends on the context where Case management program is implemented).
- Follow up the implementation of the care plan including referrals to other services till closure.
- Evaluate the outcomes of the care plan and amended accordingly.
- Document the case management activities as per the policies set by the organization.
- Ensure strict confidentiality and privacy of the POC including the records.
- Prepare and submit reports in a timely manner and as requested form the organization.
- Prepare, conduct and/or support psycho-education for groups and individuals for POC and his family members as needed.

IV. Additional Task according to context

Provide technical support to front-liner (for ex: activities specialist / volunteers / animators) in designing and implementing of structured PSS activities).

Supervise front linear

Build capacity of the front-liner on PSS activities

V. Qualification

- University degree Psychology or in sociology as second option.¹
 - Minimum 1- 2 years in the field of psychology or social work

VI. Personal qualification

- Ability to Work in team
- Very good Communication skills
- Eager to learn
- Leadership skills
- He/ she enjoying acceptable wellbeing
- Ability to work with people of diverse backgrounds
- Ability to identify/develop creative resources within the community.

VII. Training required:

- Mandatory Training:
 - Orientation on Code of Conduct
 - Training on IASC guideline.
 - MHPSS case management

¹ Organizations who hire person who don't have the mentioned above university degree because the context of program don't require such qualification are encouraged to change the title of the position.

- Training on Effective communication, professional relationship
- Training on Basic counseling skills including family counseling.
- Introduction to protection community based and right based approach.

- Preferable Training:
- MH GAP (Mental health GAP)