

HANDOUT 1.2. DEFINITIONS OF CASE MANAGEMENT

Social work-based case management is a systematic process in which a trained and supervised caseworker assesses the needs of the client and, when appropriate, assesses the client's family. The caseworker will then arrange, sometimes provide, coordinate, monitor, evaluate, and advocate for a package of multiple services to meet the specific client's complex needs ([NASW Standards for Social Work Case Management, 2013](#)). Social work caseworkers work with diverse and often vulnerable clients in a broad range of specializations and settings, including CP and GBV in humanitarian settings. Depending on the specialization, the approach to case management may shift to ensure the best possible care for the particular client population.

GBV case management is a structured method for providing help to a survivor. It involves one organization, usually a psychosocial support or social services actor, taking responsibility for making sure that survivors are informed of all the options available to them and that issues and problems facing a survivor and her/his family are identified and followed up in a coordinated way, and providing the survivor with emotional support throughout the process. Because GBV results in harmful physical, emotional, and social consequences that often require information and care from multiple service providers, social work case management has become an integral part of the response to GBV in humanitarian settings. Case management has also become the primary entry point for survivors to receive crisis and longer-term psychosocial support, given the lack of more established health and social support service providers in humanitarian settings. (Inter-Agency GBV Case Management Guidelines, 2017)

CP case management is a way of organizing and carrying out work to address an individual child's (and their family's) needs in an appropriate, systematic and timely manner, through direct support and/or referrals, and in accordance with a project or program's objectives. CP case management should focus on the needs of an individual child and their family, ensuring that concerns are addressed systematically in consideration of the best interests of the child and building upon the child and family's natural resilience. CP case management should be provided in accordance with the established case management process, with each case through a series of steps involving children's meaningful participation and family empowerment throughout. (Inter Agency Guidelines for Case Management and Child Protection, 2014)