

## Patient Manager

### **Roles and Responsibilities**

Health Equity Initiatives (HEI) is a Malaysian based organization that advances the right to health for marginalized communities. To this end, HEI implements an integrated mental health program that adopts a community based, participatory approach for refugees and asylums seekers.

The core of HEI's program is community based interventions which engage closely with refugee community organizations to recruit and develop volunteer community health workers (CHWs) to carry out mental health interventions together with HEI's team of mental health professionals. The role of the Patient Manager has the following roles and tasks:

1. The role of patient management has the responsibilities of
  - a. Coordinating the assignment of patients to the mental health services team in accordance to the patient's treatment plan
  - b. Monitoring the implementation of the patient's interventions
  - c. Monitoring the implementation of the patient's assessment and progress measurement tools
  - d. Ensuring the timeliness in the documentation of the patient's measurement tools
  
2. The role of treatment adherence support has the responsibilities of
  - a. Liaison with the Clinical Psychologists in the preparation of psychiatric referral letters
  - b. Liaison with the Clinical Psychologists / Counsellor / Mental Health Services Administrator / volunteer Community Health Workers for the patients in managing the patient's adherence which includes, but not limited to scheduling of consultations; monitoring of refill
  - c. Facilitating the patient's transportation subsidy and/or services to ensure adherence to treatment with the support of the Clinical Psychologists / Counsellor
  - d. Monitoring the patient's access to the transportation subsidy and/or services
  
3. The role of reporting has the responsibilities of
  - Reporting trends, issues and solutions to the Mental Health Services Coordinator
  - Liaison with the Monitoring and Evaluation Officer in the provision of data in the production of the monthly reports

4. The role of organizational representation has the responsibilities of
  - Supporting community outreaches when necessary

As this is a created role within the organizational structure, that there will be changes in the roles and responsibilities that will be reviewed from time to time.

Critical Attributes

1. Qualified nurse with at least two years working experience
2. Passion to work with marginalized communities
3. Highly organized and a team player

Interested applicants, please email your CV/Resume [admin@healthequityinitiatives.com](mailto:admin@healthequityinitiatives.com) with the subject header "Patient Manager".