##### ***Role of the Case Manager***

The case manager plays a vital role in managing the formal report process.   The role of the Case Manager is initiated once the case manager receives a request from the SVHPR Manager to open a case and commence the process. The case manager is neutral in the process and will not act as a support or advocate for any party involved.

The responsibilities of the case manager are as follows:

1. Guardian of Case
2. The case manager is responsible for the case from the request of SVHPR Manager until the end of the process.

1. Risk Assessment and Risk Control Measures
2. The case manager conducts an initial risk assessment for the University and updates as required throughout the process.
3. The case manager proposes voluntary risk control measures.

1. Communication
2. The case manager is responsible for managing two way communication with the reporting and responding parties (individually) including making the responding party aware of the case.
3. The case manager is responsible for all communication with the investigator
4. The case manager is responsible for communicating regularly with the SVHPR Manager and escalating any issues encountered.
5. The case manager is responsible for informing the parties and the SVHPR Manager of the output of the investigation report – Upheld/Not Upheld.
6. If a case is upheld, the case manager is responsible for informing the Dean of Students or Director of HR (as appropriate) the outcome of the investigation report. This will be the trigger for them to initiate disciplinary proceedings.
7. The case manager is responsible for communication with other parties in the investigation. This might include witnesses.
8. Appointment of Trauma Informed Investigator
9. The case manager is responsible for assigning a Trauma Informed Investigator to the case. Insofar as possible the wishes of the responding party with respect to gender/other characteristics will be actioned.
10. The case manager is responsible for ensuring all associated administration with respect to the Trauma Informed Investigator is managed.
11. The case manager will ensure the investigator is clear on their role in terms of the University of Galway investigation procedure and will ensure the report form is completed correctly.
12. The case manager is responsible for evaluating the performance of the investigator.

1. Documentation and Record Keeping
2. The case manager maintains accurate and confidential records of interactions with all parties involved, respecting data protection regulations.

1. Escalation
2. The case manager is responsible for escalating any issues encountered in the process to the SVHPR Manager (e.g. Wellbeing concerns of parties, delays etc.) or in the case of the SVHPR Manager being the Case Manager, to the VPEDI.

Case Managers will be suitably trained individuals from the Office of Vice President of Equality, Diversity and Inclusion, Office of the Dean of Students or Office of the Director of HR.