##### ***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.

##### ***Ról an Bhainisteora Cáis***

Tá ról ríthábhachtach ag an mbainisteoir cáis maidir le bainistiú an phróisis tuairiscithe fhoirmiúil. Cuirtear tús le ról an Bhainisteora Cáis a luaithe a iarrtar ar an mBainisteoir SVHPR cás a thionscnamh agus tús a chur leis an bpróiseas. Is páirtí neodrach é/í an bainisteoir cáis sa phróiseas agus ní ghníomhóidh sé/sí le tacú ná le gníomhú thar ceann aon pháirtí a bhfuil baint aige/aici leis an gcás.

Seo a leanas na freagrachtaí a bhíonn ar an mbainisteoir cáis:

1. Caomhnóir an Cháis
2. Beidh an bainisteoir cáis freagrach as an gcás ón uair a iarrfaidh an Bainisteoir SVHPR air/uirthi cás a thionscnamh go dtí deireadh an phróisis.

1. Measúnú Riosca agus Bearta Rialaithe Riosca
2. Déanann an bainisteoir cáis measúnú riosca tosaigh don Ollscoil agus tugann sé/sí an t-eolas is deireanaí don Ollscoil de réir mar is gá i rith an phróisis.
3. Déanann an bainisteoir cáis moltaí faoi bhearta rialaithe riosca saorálacha.

1. Cumarsáid
2. Tá an bainisteoir cáis freagrach as cumarsáid sa dá threo leis na páirtithe tuairiscithe agus freagartha (astu féin) a bhainistiú lena n-áirítear a chur in iúl don pháirtí freagartha go bhfuil cás á thabhairt ina (h)aghaidh.
3. Tá an bainisteoir cáis freagrach as gach cumarsáid leis an bhfiosraitheoir.
4. Tá an bainisteoir cáis freagrach as cumarsáid rialta a dhéanamh leis an mBainisteoir SVHPR agus as plé le haon cheisteanna a thagann chun cinn.
5. Tá an bainisteoir cáis freagrach as na páirtithe agus an Bainisteoir SVHPR a chur ar an eolas faoi thoradh na tuarascála fiosrúcháin – Seasadh Leis an gCás/Níor Seasadh Leis an gCás.
6. Má sheastar le cás, is é an bainisteoir cáis atá freagrach as toradh na tuarascála fiosrúcháin a chur in iúl do Dhéan na Mac Léinn nó don Stiúrthóir AD (de réir mar is cuí). Beidh orthusan imeachtaí araíonachta a thionscnamh ansin.
7. Is é an bainisteoir cáis atá freagrach as cumarsáid a dhéanamh le páirtithe eile a mbaineann an fiosrúchán leo. D’fhéadfadh sé go mbeadh finnéithe san áireamh anseo.

1. Fiosraitheoir atá Oilte ar Thráma a Cheapadh
2. Tá an bainisteoir cáis freagrach as Fiosraitheoir atá Oilte ar Thráma a shannadh don chás. Chomh fada agus is féidir, feidhmeofar de réir mar is mian leis an bPáirtí Freagartha maidir le hinscne/saintréithe eile.
3. Tá an bainisteoir cáis freagrach as a chinntiú go ndéantar bainistiú ar an obair riaracháin ar fad a bhainfidh leis an gcás ó thaobh an Fhiosraitheora atá Oilte ar Thráma de.
4. Cinnteoidh an bainisteoir cáis go mbeidh tuiscint shoiléir ag an bhfiosraitheoir ar a ról maidir le nós imeachta fiosrúcháin Ollscoil na Gaillimhe agus cinnteoidh sé/sí go líontar an Fhoirm Thuairiscithe i gceart.
5. Is é an bainisteoir cáis atá freagrach as feidhmíocht an fhiosraitheora a mheas.

1. Cáipéisí agus Coimeád Taifead
2. Coinneoidh an bainisteoir cáis taifid chruinne agus rúnda ar na teagmhálacha a bheidh aige/aici leis na páirtithe go léir atá i gceist, i gcomhréir leis na rialacháin cosanta sonraí.

1. Géarú
2. Tá an bainisteoir cáis freagrach as a chur in iúl don Bhainisteoir SVHPR nó, más é/í an Bainisteoir SVHPR an Bainisteoir Cáis, don VPEDI, go bhfuil cúinse nó cúinsí sa phróiseas tar éis dul i ngéire (e.g. imní faoi fholláine na bpáirtithe, moill a bheith ar chúrsaí etc.).

Daoine a bheidh oilte go cuí ó Oifig an Leas-Uachtaráin Comhionannais, Éagsúlachta agus Cuimsithe, ó Oifig Dhéan na Mac Léinn nó ó Oifig Stiúrthóir na hOifige AD, a bheidh sna Bainisteoirí Cáis.