



Internal Vacancy



Company:

Workforce Healthcare

Area:

SPRINGS, GAUTENG

Position:

MEDICAL CASE MANAGER

Contract type:

Fixed Term Contract (12 Months)

Inherent requirements:

- Bachelor's degree in nursing, Healthcare Administration, Occupational Health, or a related field
- Minimum of 3-5 years of experience in case management, preferably in an industrial or mining setting
- Background of occupational health experience or OH qualification required as the case manager must be knowledgeable to process OH related claims.
- Experience in coordinating medical care and rehabilitation for injured or ill employees
- Must be willing to travel as needed and work flexible hours to meet the needs of the employees and the company
- This role is primarily office-based but may require visits to employees, mining sites and healthcare facilities
- Basic understanding of the Occupational Health and Safety Act with regulations
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manual
- Mathematical acumen
- Reasoning ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Moderate to intermediate computer skills (essential)
- Own reliable vehicle

Other requirements and skills:

- Must be detail orientated, have ability to multitask and possess great interpersonal skills
- Strong understanding of medical terminology and healthcare processes.
- Team player
- Proficiency in using case management software and other relevant tools
- Ability to work collaboratively with healthcare providers, employees, and management
- Strong organizational and time management skills
- Demonstrate compliance with patient confidentiality 100% of the time



Duties and responsibilities:

Case Management:

- Assess and evaluate the medical needs of employees who are injured or ill including direct employee patient contact.
- Develop individualized case management plans that address the medical, rehabilitation, and return-to-work needs of employees.
- Collaborate with healthcare providers to develop comprehensive, individualized care plans.
- Monitor and adjust case management plans as necessary.

Coordination of Care:

- Coordinate with healthcare providers, including doctors, physical therapists, Coida/ RMA and other specialists, to ensure employees receive appropriate and timely medical care. Be mindful of any deadlines for filing a workers compensation claim.
- Facilitate communication between the employee, healthcare providers, and the company, ensuring that all parties are informed and aligned on care plans.
- Monitor and adjust case management plans as necessary

Return-to-Work Programs:

- Develop and implement return-to-work programs tailored to the individual needs of employees.
- Work with supervisors and HR to identify suitable modified or alternative work duties.
- Monitor the progress of employees in return-to-work programs and make adjustments as needed.

Compliance and Documentation:

- Ensure compliance with all relevant health and safety regulations, company policies, and industry standards.
- Maintain detailed and accurate records of all case management activities, communications, and decisions.
- Work closely with the workers compensation provider to manage claims, track medical reports, and handle any related documentation
- Prepare reports on the status and outcomes of medical cases.



Employee Support and Education:

- Provide support and education to employees regarding their medical conditions, treatment options, and the importance of compliance with medical advice.
- Conduct training sessions for employees and supervisors on health and safety topics, injury prevention, and wellness programs.

Data Analysis and Reporting:

- Analyse data related to workplace injuries and illnesses to identify trends and areas for improvement.
- Prepare regular reports for management on the status of medical cases, return-to-work outcomes, and any identified trends or concerns.

Emergency Response:

- Participate in the company's emergency response team and provide medical case management support during emergencies.
- Assist in the development and implementation of emergency response plans and procedures.
- Crisis Intervention- respond to emergencies or crises by mobilizing necessary medical resources or modifying care plans to meet urgent needs

Working hours:

08h00 to 16h30
(Monday to Friday)

Salary:

To be discussed

Benefits:

As per Company benefits

Interviewing process:

Panel interview

Reporting to:

OMP and Health & Safety

Starting date:

As soon as possible

Contact:

Monica Miya

Send application to:

monicami@wfhc.co.za

Closing date for applications:

Friday, 20 June 2025

- **Please note should you not receive a response within one week of applying, you may consider your application as being unsuccessful.**



Please note that appointments will be made in line with the Company's EE targets.