

Case manager as a leader in providing social support for families and children

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Objectives

Case management as a new model started in Lithuania in 2018 after changes in the Law on the Fundamentals of the Protection of the Rights of Child. According to Lithuanian legal documents case management is the organization and provision of comprehensive social support to the child and his/her representatives, coordinated by the case manager in order to help overcoming social difficulties, the successful resolution of which would prevent possible violations of child's rights. Theoretical definitions of case management emphasize that it is a client centered model, and case managers exercise many functions, roles, apply various methods in order to lead a case management process successfully. In this process case managers face many occasions to take leadership position. The goal of the presentation is to find out possible interconnections between case management and leadership.

Materials and Methods

Two research questions are formulated: what are case managers experience in taking leadership and what style/s of leadership is the closest for case manager? Scientific literature and legal documents analysis were followed by qualitative research which used semi structured interview with case managers in municipalities. Interview data was proceeded using content data analysis.

Results

Case managers on everyday bases work on micro and meso levels. They have plenty of parallel processes during the day, most of the time working in the groups and/or teams inside and outside organization, taking the main responsibility for the activities and moving back and forth from giving direct services to families via managing crisis situations to inter-institutional cooperation. Even if case managers haven't named directly to be leaders, their activities and responsibilities involve traits of leader's activities and roles.

Conclusions

Referring to leadership theories case managers wouldn't be named as leaders in traditional sense, but they take such leadership styles as servant, transformational, transactional and in some cases - visionary.