

Case Manager Role Description

P.O.R.T.'s Case Manager is a key position with regard to the initial effectiveness and attention we give our clients. As a Case Manager for P.O.R.T. it requires that the individual in this role has their finger on the pulse of all that is going on with paperwork and questions that our clients may have. Additionally, the Case Manager will serve as the primary client interface for the initial 1st two phases of the case. Exhibiting professional relations, thorough knowledge of the P.O.R.T. policies, excellent communication skills, as well as basic knowledge of psychology, human behavior, and great organizational skills is crucial. As a Case Manager, being able to understand & assess the concerns of the clients are extremely important.

Many of P.O.R.T.'s clients contact us because they are experiencing strange occurrences in their home or business and believe it to be paranormal in origin. They also may not even be sure who or where to turn to, but are reaching out to us just because they don't know what to do. They may be puzzled and / or frightened as a result. This may come across very clearly in our first interactions with them. They are most likely looking for a group that is experienced in dealing with what they believe might be paranormal; and therefore have reached out to P.O.R.T. as a result. The duty of the of the Case Manager is to try and put the client's fears at ease by explaining in detail our purpose for investigating, our policies & procedures, and what to expect throughout the process.

The Case Manager is to obtain the potential client(s) contact information which can be done via email, in person, or by phone. The Case Manager must provide the client(s) with the P.O.R.T. Preliminary Questionnaire, P.O.R.T. Anonymity Form, and the P.O.R.T. Investigation Permission Form. Of which, all three documents need to be completed in full and returned to the Case Manager. The Case Manager will also provide the client(s); at the same time as the above forms, the P.O.R.T. Mission Statement & P.O.R.T. Investigation Policies which are just for the client(s) to review. Once the Case Manager receives the completed & necessary forms from the client, then the Case Manager will upload them to the P.O.R.T. server in the appropriate directory for this specific case. This then triggers the team to initiate the Research Phase of the case. After the team reviews the case, they will determine whether we'll accept or deny the case, the priority of it, and whether alternative steps need to be taken first before we move forward with the case.

Priority is determined by the seriousness of the case (if children are involved), and the case load that P.O.R.T. currently has. Cases involving children always take high priority and in some situations, the Founder may deem it necessary to rearrange or potentially bypass case phases in order to accommodate a case with priority. If the Research Phase is not bypassed, the team tries to exhaust all research resources (local & online) to satisfy the Research Phase before the investigation. The team will want to coordinate a time with the client(s) to get the team over to perform the walkthrough of the premise in the daytime. Communicating to the client(s) that they can contact us at any time during the duration of their case will offer them an open door policy with us so they can feel free to ask questions or voice concerns. Either after the Research Phase has been completed or has been bypassed (due to the seriousness of the case), the Case Manager will work with the client(s) and the team to find a suitable date for the investigation and gain confirmation from both parties that this date is locked in.

Always keeping the lines of communication flowing between P.O.R.T. and the client(s) throughout the case is essential, but the week prior to the investigation the Case Manager will step up the level of communication to verify and confirm all arrival and investigation plans. The team will collaborate on their research findings and make preparations for the investigation.

On the night of the investigation the Case Manager can participate in the walkthrough along with the team guided by the client(s) after introductions. After that the Case Manager is welcome to stay at the Command Center or leave as they are not part of the investigation team. If the Case Manager stays on site at the Command Center during the investigation, any questions and / or concerns should be directed to the Founder or the Lead Investigator as it will be best addressed by these individuals to make sure that the client(s) feels comfortable as well as at ease with the situation.

Following the investigation, the team will move into the Analysis Phase, then the Review Phase after that of the case. During this period the Case Manager will continue to keep the client(s) informed of the progress and discuss any updates the client(s) may have to offer since the investigation. Once the team has finished the Review Phase they will prepare the evidence (if any at all) for the Findings Phase. The Case Manager will contact the client(s) to

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set up a time for the team to show the client(s) their findings. The Case Manager is encouraged to be there for this phase of the case.

Subsequently, after a case has been finished, the Case Manager may be contacted from time to time from the past client(s). Sharing this information with the team will also be imperative so that they are kept abreast of any & all updates / pertinent information.

**Subject to change at any time as seen fit by only Ben Robison (Founder)*

