

SOP: Assignment of Case Officer or Responsible Staff

This SOP defines the **assignment of case officer or responsible staff** to ensure clear accountability and efficient handling of cases. It includes criteria for selecting the appropriate personnel based on expertise, workload, and availability, procedures for formal delegation of responsibilities, documentation requirements, and timelines for case assignment. The goal is to streamline case management, enhance communication, and maintain consistent follow-up throughout the case lifecycle.

1. Purpose

To establish a standardized process for assigning a case officer or responsible staff to each case, ensuring efficient case management from initiation to closure.

2. Scope

This SOP applies to all staff and management involved in case assignment and management within the organization.

3. Criteria for Assignment

- **Expertise:** Match staff skills and case requirements.
- **Workload:** Consider current caseload to ensure equitable distribution.
- **Availability:** Assign to personnel who can dedicate adequate time and attention.
- **Conflict of Interest:** Avoid assigning staff with potential conflicts in the case.

4. Assignment Procedure

1. **Case Assessment:** Intake team evaluates new case details.
2. **Personnel Shortlisting:** Identify eligible staff based on criteria in Section 3.
3. **Selection:** Select the most suitable staff member or officer.
4. **Formal Assignment:** Assign responsibility via official communication (e.g., internal memo or system notification).
5. **Acknowledgement:** Assigned staff acknowledges receipt and understanding of responsibilities.

5. Documentation Requirements

- Record of assignment with date, case details, assigned staff, and approval authority.
- Document rationale for assignment decisions, especially if outside standard criteria.
- Maintain acknowledgement records from responsible staff.

6. Timelines

Step	Responsible	Timeline
Case intake and evaluation	Intake team	Within 1 business day of receipt
Personnel shortlisting and selection	Team lead/Manager	Within 2 business days of intake
Formal assignment to staff	Manager/HR	Immediately after selection
Acknowledgement by assigned staff	Assigned Staff	Within 1 business day of assignment

7. Review & Monitoring

- Supervisors are to monitor case progress and reassign cases if necessary due to changes in workload or availability.
- Periodic audits to ensure adherence to SOP and effectiveness of assignment process.

8. References

- Company Policy on Case Management

- Code of Conduct and Conflict of Interest Guidelines

9. Revision History

Version	Date	Description	Author
1.0	2024-06-05	Initial template	SOP Admin