



Example of Senior Case Manager Job Description

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Our company is hiring for a senior case manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for senior case manager

- Collaborates with GDS Ops lead & cross functionally in implementing procedures to obtaining critical or missing Adverse Event (AE) or Serious Adverse Events (SAEs) information to ensure appropriate medical assessments
- Oversee vendor processes to ensure that Global/GDS standards are adhered to for the execution of the medical review of ICSRs (narratives, coding, expectedness, causality and seriousness) to ensure quality reports
- Accountable for data reconciliation between the safety database and other databases as required (e.g., Medical Information, Quality, Patient Support Programs, Clinical, Market Research) to ensure compliance with global regulation
- Play an active role in data migration or transfer from different database and support development/update of guidance's and data entry conventions for consistent case processing
- Provide oversight and participates in the Quality Assurance of ICSRs, collection of metrics & trending to ensure proper mitigation measure are put in place to ensure high quality report produce by safety vendor
- Collaborate/review and sign off on deviations/corrective & preventative actions developed and implemented by vendor due to failure to comply with procedures
- Participates in continuous process improvement efforts in developing, implementing and documenting all PV training and conventions with regards to case management activities

conventions around ICSR management

- Responsible for day-to-day performance management and recruiting activities as it relates to the PV Specialist position
- Responsible for the creation and/or maintenance of procedures and reference material for staff to be able to perform their job functions in a consistent manner

Qualifications for senior case manager

- Evidence of commitment to continuous professional development
- R.N., B.S.N., RPh or other related bachelor's degree
- 7-10 years' experience in health care or life sciences industry
- 5 years of experience in pharmacovigilance with direct end to end ICSR/Case management experience
- Experience with safety databases required (Argus or related system required)
- Strong knowledge of GvP regulation and documentation requirements