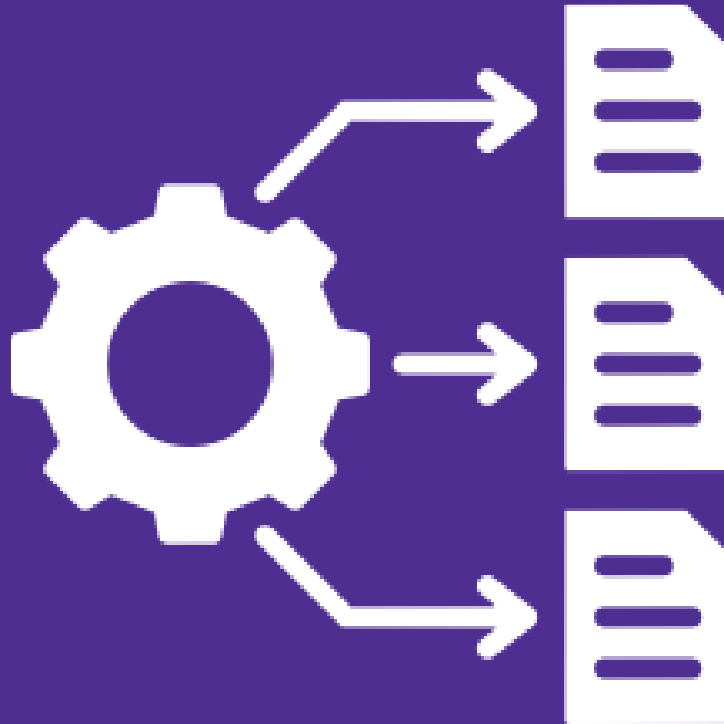


Case Management

Strengthen case management practices.
Support beneficiaries effectively.
Deliver measurable outcomes.



Effective case management drives meaningful support

Case management plays a critical role in nonprofit organisations that provide services to individuals and communities. It ensures that beneficiaries receive the right support, that their progress is monitored effectively, and that services are delivered in a structured and measurable way.

Without clear case management systems, organisations may struggle to track beneficiary progress, coordinate services, or measure the outcomes of their interventions.

The **Case Management course** focuses on the fundamental principles and professional practices required to manage cases effectively within nonprofit organisations. Participants explore the stages of case management, learn how to monitor progress, and understand how to evaluate performance in order to deliver tailored and impactful services to beneficiary groups.

Participants gain practical knowledge on implementing structured case management processes that support consistent service delivery and measurable outcomes.

Why Case Management Matters

Without structured case management approaches, organisations often experience:

- Limited visibility into beneficiary progress
- Difficulty tracking case outcomes and service effectiveness
- Inconsistent follow-up & service coordination
- Challenges measuring programme performance and impact

This course equips nonprofit professionals with the tools and frameworks needed to manage cases effectively and deliver consistent, high-quality support to beneficiaries.

Programme Overview

The course introduces the key principles and stages of case management used in nonprofit organisations.

Participants explore how to:

- Understand the stages of case management
- Segment and classify beneficiary groups effectively
- Conduct structured case reviews & follow-up
- Monitor beneficiary progress and service delivery
- Apply performance expectations and key performance indicators (KPIs)
- Implement best practices in performance management and service quality

The result:

Stronger case management systems. Improved service delivery. Better outcomes for beneficiaries.

What this programme prepares you to do

This course equips nonprofit professionals with practical frameworks for managing beneficiary cases in a structured and effective way.

Participants develop the ability to track beneficiary progress, conduct case reviews, and apply performance management tools that ensure services are delivered consistently and aligned with organisational goals.

What the Course Covers

- Overview of case management in nonprofit organisations
- Stages of case management
- Case segmentation and classification of beneficiary groups
- Case review and follow-up processes
- Monthly practices & performance targets
- Understanding key performance indicators (KPIs) & performance drivers
- Performance management for service quality and continuous improvement

Flexible Delivery

- As standalone professional training
- As part of full nonprofit programme development pathways
- Online or Face to Face

Programme Details

Training Days

2 Days

Learning Hours

10 Hours

Level

Practitioner

Delivery Format

Instructor-led training

Instructor:

Delivered by subject-matter experts with practical experience in nonprofit programme delivery and case management.

COCREATE TO ACTIVATE™

CoCreate to Activate™ is Maximus Academy's four-step method for building skills that last—not just in the classroom, but inside real organisations operating in fast-moving, high-demand sectors across the region.

Turning capability into national outcomes.



ASSESS

Understand the real operating world



DESIGN

Build training that fits the sector



DELIVER

Teach through Saudi SMEs and practitioners



SUSTAIN

Embed the change inside organisations

What this Ensures

- Skills that match global industry demands, not generic international templates.
- Immediate operational impact, because training is built around real sector challenges.
- Lasting organisational capability through the adoption of performance-driven tools and behaviours.

It is the difference between training individuals and equipping an entire workforce with the capabilities to perform, adapt, and deliver at scale.



Register for the course through the QR code

Maximus Academy provides professional training designed to strengthen the capabilities of organisations working across nonprofit and social impact sectors.

Our programmes support organisations in strengthening operational systems, improving service delivery, and achieving measurable outcomes for the communities they serve.

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Training that fits your world