

# Working with Social Return

## Our Guide to Case Management Associate Opportunities





## Thrive and Flourish with Social Return

***“...from my perspective, what sets Social Return apart is how much I am made to feel like a valued member of the team. There is also scope to expand that by getting involved in peer support and offering guidance on my specialism. The amount of training on offer is the same for everybody and on those tricky cases the amount of support does not differ between employed and self-employed case managers. There is equal scope as there is autonomy”.***

Rebecca Clemence, Case Management Associate

For more information please visit:

[www.social-return.co.uk](http://www.social-return.co.uk)



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## **INTRODUCTION**

**Welcome to our guide to self-employed Case Management Associate opportunities at Social Return. Whether you are actively seeking a new role or are simply curious to explore your future career options, we hope that you will find this guide useful and informative.**

Since we started Social Return in early 2016, we have strived to create an environment which enables our employed staff to thrive and flourish in their professional roles. In recent years we have also been working to expand the scope of our organisation and support experienced case managers who may benefit from working with us in new and different ways.

Just as each client we support is an individual who presents us with their own unique needs, goals, and expectations, so every case manager is different, and will have their own particular personal and professional needs and aspirations for the future. We recognise this, and we are committed to providing a new era of opportunity and choice for case managers practicing within the United Kingdom.

If you are considering the possibility of working as a self-employed Case Management Associate (CMA) for the first time, this guide may help you to explore what this particular career path could mean for you. We will look at what working as a self-employed associate generally involves, how the relationship between the CMA and the case management organisation works, the differences between associate and employed roles, the qualities CMA's often possess, and the particular advantages of working in the role.

For those who are interested in finding out more about how we work, we will explore the advantages of working with Social Return as a CMA. This includes the practical and clinical support we provide, along with how we help case managers to maintain their wellbeing and achieve their aspirations. We will tell you about how we onboard new CMA's and invite you to get in touch and arrange an informal and confidential discussion about the associate or employed opportunities we offer.

## **PART 1: WORKING AS A CASE MANAGEMENT ASSOCIATE**

### **What is a Case Management Associate?**

Case Management Associates (CMA's) are case managers who work on a self-employed basis with case management organisations, providing them with a consultancy service. Many of those who decide to work as a CMA will have gained significant skills and expertise over many years, working as an employed case manager.

Employment carries with it a number of advantages, including a steady and consistent monthly wage, employment rights and benefits, employers pension contributions and holiday pay. There are also a number of key advantages to working as a self-employed CMA, depending upon the case managers personal circumstances and future life and career goals.

Being self-employed, CMA's have a responsibility to pay their own income tax and national insurance contributions and they can claim tax relief on various expenses they incur in the course of their work. They are able to offer their services to any number of different organisations and have the right to refuse any work that is offered to them.

CMA's may be put forward to work with new clients referred to the organisations they provide a service to, when both parties agree that the CMA is an appropriate candidate to meet the client's needs. This will usually require consideration of the CMA's skills and experience, their capacity to take on new work, and where they are based, relative to the client's location.

The CMA and the organisation will agree an hourly rate for their case management services in advance, along with their travel and mileage rates. The rate agreed may vary depending on the skills and experience of the CMA but will generally be substantially higher than the hourly rate that can be offered to an employee of the organisation. This higher rate is possible because the organisation does not incur the substantial costs associated with employment. It is common for organisations to offer both employment and associate opportunities to case managers. This provides more choice and flexibility, as each option has its own particular advantages.

When a CMA is chosen by the client to become their case manager, they will begin to complete casework on the client's behalf and as specified in their consultancy agreement. They will invoice the case management organisation for the casework they have completed, on a monthly basis, and will be paid according to the terms of their agreement.

Organisations benefit from working with CMA's as this increases the choice for clients and brings valuable skills and experience to their team as a whole, which in turn helps the organisation to grow and offer services in new geographical areas.

## **The Advantages of Working as a Case Management Associate**

The nature of the service an associate will provide, along with the advantages and responsibilities this may entail, may vary significantly between case management organisations, each offering different working arrangements and potential benefits. Later in this guide we will explore some of the particular advantages of working as an associate with Social Return. Here we explore some of the different reasons that case managers may be attracted to working as a CMA:

### **Earning a Higher Hourly Rate**

The higher hourly rate often afforded to CMA's can be a significant motivating factor for individuals seeking to improve their personal circumstances, or to pursue different activities and aspirations outside of the role.

Some of the practitioners working as a CMA will choose to maximise their income by working on a full time equivalent basis as an associate, often for more than one organisation. While there may be costs and new responsibilities involved with this, compared with being an employee, full time associates who choose this path will generally earn significantly more.

For some case managers, achieving a higher hourly rate will provide them with the opportunity to work fewer hours than they currently do, while achieving an income comparable to their current employed role. This option may be very attractive to those seeking a different 'work/life balance', allowing them to spend more time engaged in activities outside of their case management work. While for some, this may have practical benefits such as providing more time for childcare, adult-caring responsibilities, or other personal commitments, others may be

motivated by the potential for increased leisure time to engage in interests and social activities outside of work. For example, there are some case managers who, when approaching retirement age, may not be quite ready to give up work entirely, but still desire sufficient free time to pursue their own hobbies and interests. People in this position may opt to become a CMA as a way to achieve ‘semi-retirement’.

When considering a CMA role it is important to look beyond the hourly rate on offer and consider the other factors which may impact your income and cash flow, these may include:

- Deciding on your business structure (self-employed vs. limited company)
- Paying income tax and, where applicable, corporation tax
- Paying National Insurance contributions
- Ensuring positive cash-flow and covering periods of personal leave in the absence of holiday pay
- Making pension arrangements, and;
- Accounting for the additional non-fee earning activities which could be essential in sustaining your business

Social Return have substantial experience of these matters and can support those considering a CMA role in exploring the financial factors they may need to consider. We can also signpost individuals to organisations and services who can offer support with financial planning and management.

### **Greater Flexibility**

Being self-employed as a CMA provides the flexibility for practitioners to choose when and where they work. This can support some people to satisfy commitments they have made outside of work. The ability to flex their working hours on a day-to-day basis, around childcare responsibilities, medical appointments, and suchlike, or to work in different locations when this is convenient, will be a welcome benefit of the CMA role for some people. In addition, such flexibility can be helpful for those who wish to engage in other work outside of their CMA role.

The ability to choose which case management organisations they will work with, and the type of work they will undertake can also be an important factor for some CMA's.

There will likely be some parameters to the flexibility that case management organisations can offer.

While contractual terms and conditions will vary, most organisations will want to ensure that the CMA is available to respond to developments in their caseload, and requests from clients and stakeholders, in a timely manner. In some cases this will involve agreeing a minimum number of ‘working days’ or designated time periods where the case manager is available to be contacted. This will often come with the expectation that any urgent matters will be dealt with during those designated working days/times, regardless of the number of hours a CMA chooses to work overall.

While those considering working as a CMA should be aware of these potential limitations, it can also be important to ascertain the support the case management company will provide to their clients and other stakeholders, in their absence. This can include arrangements for covering when the case manager is on holiday, unwell, or otherwise unavailable. It may also be possible for the organisation to provide assistant case manager support, either on an ongoing basis or when the case manager is not working. When these systems are in place, there will be more scope for flexible working patterns.

## **Greater Autonomy**

Working as a self-employed CMA means ‘being your own boss’. While CMA’s will have contractual obligations to any case management organisation they work with, the arrangement is very different to ‘working for’ an organisation as a paid employee.

Both CMA and employed roles can be advantageous, depending upon your personal circumstances. Organisations engage employees on the basis of the working time they commit to, who in turn, benefit from employment rights and a consistent salary. Naturally in this arrangement, employees will adopt the working practices of the organisation. In contrast, organisations who contract with associates for their services, do not define ‘how’ they would like the work to be completed. Instead, they define the level of service and particular tasks that will be expected and the rate that will be paid on completion of the work.

Whether a CMA role is right for you will of course, depend to some extent on your own practical needs and current circumstances. The particular ‘relationship-dynamic’ you prefer, between yourself and the organisation, may also be an important factor for you.



Some people will thrive working within an organisation, enjoying the security and structure this provides. Others may view working as a CMA as being preferable to employment because they consider this provides them with a greater degree of self-determination and autonomy; maintaining their independence and adopting the working styles and practices which work for them.

Working as a CMA also provides practitioners with the ability to choose which clients they are put forward to work with, and to specialise in using their particular skills and experience to benefit a particular client group. Examples of this include those who specialise in working with clients with behavioural and cognitive difficulties, spinal injuries, complex orthopaedic injuries and polytrauma, people with amputations or those with a persistent disorder of consciousness. While specialising in a particular aspect of case management practice will require a steady stream of client referrals, with needs that match the skills and experience of the CMA, it is entirely possible to build a caseload around your particular strengths as a practitioner and knowledge of the needs of a certain client group.

### **Progression as a Practitioner**

Choosing whether to continue on as an employed case manager or to move towards a CMA role will involve weighing up the advantages and disadvantages of each option. To help with decision making, it may also be beneficial to consider your career trajectory and the ways in which you may like to develop in the future.

The world of work is structured in such a way that career progression as an employee can sometimes be contingent upon taking on new responsibilities and moving further away from one's core role. As the organisations we operate within grow, there is a need to take on new people, and adopt new systems and processes. It is therefore inevitable that those with experience of working within these organisations are often first in line for promotion into internal management positions.

For some of us, this kind of progression will fit nicely with our career goals. For example, supporting the next generation of case managers or developing our skills in business may be exactly what we aspire to achieve. If this is the case, then opportunities for career progression will likely come through employment within a growing organisation.

For some, their motivation will lie in continuing to practice as a case manager, further developing their skills and experience as a practitioner, rather than moving into a different, albeit related, area of work. This may be because they enjoy the ‘hands on’ aspects of their role and value the positive relationships they have developed with their clients and the colleagues they work closely with. They may also feel their talents are best suited to case management practice and they have no ambition to supervise other professionals in a line-management capacity. As author Stephen Covey says, *"If the ladder is not leaning against the right wall, every step we take just gets us to the wrong place faster."*

While remaining in an employed position can mean that progression as a practitioner can ‘top out’ both in terms of salary and in less tangible ways such as professional influence and status, the CMA role provides an excellent opportunity for those who aspire to develop as a practitioner, rather than move away from it; to progress and improve their earning potential, skillset, professional reputation and increase their autonomy, while continuing to work as a case manager.

## **Diversification**

Some of those who choose to work on a part-time basis as an associate will use their free time to engage in personal development activities, work in a voluntary capacity to benefit their community, or to undertake further education. Many will take on a CMA role alongside another part-time role or activity which may or may not be related to case management. Examples of this that we have encountered have included:

- Working in a statutory or private health and social care role (therapist, nurse, social worker, counsellor etc.)
- Studying for a professional or academic qualification
- Running a small business or providing alternative freelance services
- Working as a foster carer

Often case managers with health and social care backgrounds will wish to retain their skills and continue to work within their core profession. It is common that professionals such as occupational therapists, social workers, nurses, and physiotherapists work on a part time basis for statutory services and spend some of their time working as a CMA.

Other practitioners may choose to provide services on a self-employed basis within their core profession, alongside their CMA role. For example, dividing their time between working as a case manager and as a treating

therapist with an independent rehabilitation provider.

Working on a part-time basis as a CMA can provide some people with a means of both supplementing their income from their primary role, and adding variety to their working life, allowing them to develop new skills and experience, outside of the case management world.

## **The Qualities of a Case Management Associate**

As you might imagine, both CMA's and employed case managers will share a number of common qualities. While each case manager will bring their own unique skills, experience, and personal strengths to the role, they will often share certain attributes which support their professional practice, such as:

### ***Emotional intelligence***

The ability to perceive, use, understand and manage our own emotions, while responding effectively to the emotions of others.

### ***Empathy***

The ability to understand and share the feelings of another.

### ***Critical thinking skills***

The ability to analyse available facts, evidence, observations, and arguments in order to form a judgement by the application of rational and unbiased analyses and evaluation.

### ***Integrity***

Maintaining honesty, keeping one's word, and consistently adhering to principles of professionalism, even when it is not easy to do so.

### ***Resilience***

Successfully adapting to difficult or challenging experiences, especially through mental, emotional, and behavioural flexibility and adjustment to external and internal demands.

### ***Curiosity***

The motivation to actively explore and understand the needs of others, their circumstances, perspective and potential to achieve their aspirations.

In addition to these common qualities, there are particular attributes which those working as CMA's generally possess or actively seek to cultivate, these include:

### ***Organisational and time management skills***

While organising your schedule, keeping timely and accurate records, and working to deadlines are skills that all case managers need, these are particularly important when working as a CMA. Setting aside time for recording filenotes, planning your work activities ahead of time, and blocking out time in their calendar for specific tasks, are just some of the strategies that CMA's will use to organise their work.

CMA's, in common with other self-employed practitioners, also need to effectively predict and manage the level of casework they take on. This means ensuring that they are sufficiently 'busy' with enough work to fill their capacity, while being cautious not to overcommit their time, as taking on more work than their capacity allows could be to the detriment of their existing clients and to their own wellbeing.

### ***The ability to work independently***

Associate work affords practitioners with a greater degree of independence and autonomy. While a supportive case management organisation will provide CMA's with appropriate advice and support, they must also be comfortable using their initiative and making clinical decisions where appropriate, particularly when they work at a distance from the organisation's base.

### ***An attitude of cooperation and sharing***

For the working relationship between the associate and the case management organisation to be effective, each party must cooperate and share information. While the employer/employee relationship will naturally involve a number of touchpoints and opportunities to work collaboratively, a particular effort must be made between CMA's and the organisation to create and maintain a positive relationship where each party is kept informed and up to date.

## ***A willingness to engage and connect with others within their networks***

While a case manager's previous professional skills and experience will be the main factor in them being put forward for new cases, this alone will not necessarily guarantee that they will acquire sufficient work to sustain their caseload. The reputation and visibility of the case manager will also contribute substantially.

It is common that case managers will be considered to take on new work by referrers who are aware of their positive reputation. This is most likely when referrers, usually solicitors, insurers, and Court of Protection appointed professional deputies, have worked with the case manager on previous cases and have experienced positive outcomes for their clients. Equally, they will likely be more inclined to work with case managers who have been recommended to them by a trusted colleague. Ultimately, while the client will make the final decision about who they choose to work with, referrers do play a role in bringing case managers who provide a high quality service to the attention of their client.

Some case managers considering working as a CMA will have gained a positive reputation within their local networks, which will help to secure them a sufficient pipeline of new work. For this to be sustainable, CMA's need to remain visible within their networks, both to nurture the professional relationships they have developed and to create new contacts and connections.

Opportunities to connect with others are many and varied, but may include attending networking and training events, meeting with potential new referrers and maintaining a presence online. While supportive case management organisations will often provide opportunities to engage with referrers, CMA's who possess a willingness to engage and connect with others in their network, and view this as being intrinsic to their role, are more likely to sustain a demand for their services in the future.

CMA's should be aware that being present in their networks also means a commitment to spend some of their working time engaged in activities which are not fee-earning, and it is important to factor this in as a cost of doing business, along with other time commitments such as supervision and CPD activities. While these activities do not directly provide CMA's with income, they may be important to sustaining their professional practice, and thereby contribute to a steady stream of casework in the future.

## **PART 2. WORKING WITH SOCIAL RETURN**

### **The benefits of working with Social Return**

So far in this guide we have provided general information about the CMA role and why case managers may like to consider pursuing this option as they progress in their careers. It is inevitable that different organisations will work with associates in different ways and under their own particular contractual arrangements. As such, the experience of ‘being a CMA’ will likely be very different, depending on which organisations you are working with.

We have close working relationships with a number of case management providers, and while we can testify to the exceptional quality of the case management services many of them provide, we are of course not best placed to talk on their behalf about the nature of the opportunities they offer associates. What we can do, is tell you about us, how we engage with CMA’s, and our approach to working with clients, so that you can decide whether you might be interested in working with us in the future.

### **Practical Support**

Struggling to find the right information, battling with a file that won’t open, or spending hours at the end of the day catching up with ‘admin’ can make even the most enjoyable of activities a chore. Frustrations such as these can eat into our valuable time and detract from the core activities which provide the most impact for our clients.

Accessing an effective and efficient infrastructure including clinical tools, templates, guidance, administrative support, information technology and a peer support network, can make practicing in the CMA role far more straightforward. It can also have a substantial impact on how our work feels on a day-to-day basis, both in terms of making our working lives more streamlined and less stressful, and also in us knowing that whatever challenges we may face, support will be at hand.

As case managers we may naturally be more drawn to the more ‘human’ elements of the role. Working directly with people is generally more interesting and engaging than working through processes and procedures. The ultimate aim of an effective infrastructure is to ensure that case managers can spend more time ‘doing case management’ and the activities which support this, and minimise the time spent working on time-consuming ancillary activities.

This can be achieved through providing both human resources such as administrative and clinical support, and through technical solutions. Some examples of the infrastructure support we provide to our CMA's include:

- Access to essential clinical documentation, such as templates, tools, and guidance.
- Access to client-specific administrative support (report checking, document preparation, letter writing, arranging appointments and meetings etc.)
- General administrative support (invoicing, debt management, filenote disclosures, office bookings etc.)
- Effective IT (appropriate devices, effective email systems and calendar management etc.)
- Systems to connect and share information with peers and colleagues (messaging systems, forums, portals, and intranets etc.)
- Policies, procedures and appropriate pro forma, for example, to meet legislative requirements, recruit and manage staff on behalf of the client etc.
- Processes and associated training, templates, and guidance materials to cover the common tasks we undertake on behalf of clients such as assessments, reports, filenotes, etc.
- Systems to train and manage support staff in accordance with regulatory requirements.
- Reports to monitor our work and workload (hours worked on various cases, total time completed etc).

There are only so many hours in the working day and your time is a finite resource. To work effectively and create the greatest impact for our clients we must use our time efficiently.

For most of us, a degree of structure will support our practice and help us respond to challenge and uncertainty. The more effective and efficient this structure is, the less time we will need to spend 'reinventing the wheel' or consumed with tasks which detract from our core activities.

## **Service Manager Support**

While practical support is important, CMA's working with Social Return also benefit from the clinical and work-related support provided by our service manager, who will arrange regular touchpoint meetings, as well as being available for ad hoc support where required. This can include discussion around:

- Clinical matters and issues relating to clients.
- Advice with regards to medico-legal, procedural and compliance issues.
- Supporting any changes to your personal circumstances, availability and working arrangements.
- Potential new referrals.

While the service manager will be a main point of contact, other members of the team are always available for support, guidance, and advice. This includes our employed case managers and company directors who have a wealth of skills and experience, they are happy to share.

## **CPD and Development Opportunities**

While CMA's will often have a responsibility to manage their own CPD activities as per their professional requirements, Social Return endeavour to make this as easy as possible by offering a number of CPD and development opportunities, which CMA's can take advantage of without incurring any cost to themselves. These can include access to:

- Company training events, networking events and conferences.
- External events (details of which are regularly circulated to staff).
- Internal 'Lunch and Learn' sessions which can be attended in-person and online.
- Our comprehensive Case Management Learning Programme sessions (video content, in-person and online).
- Team meetings, where case managers are provided with organisational and clinical updates and are encouraged to ask for support and offer support from the team.



## **Supervision Opportunities**

Access to formal supervision is essential to ensuring safe practice and evidencing reflection and learning, and it is also increasingly becoming an essential requirement of referrers seeking case management for their clients. Social Return offer our associates the opportunity for clinical supervision and the flexibility to make their own arrangements if this is preferred.

## **Team Working Opportunities**

Whatever your working arrangements, the ability to access colleagues and peers for practical support can be hugely beneficial for case managers. Some CMA's develop an informal network of colleagues for this purpose, and this can be effective. There are also clear benefits to working more closely with larger teams and organisations.

Working with Social Return, CMA's benefit from the support of other case managers, assistant case managers and administration specialists to collaborate with on cases. This can ensure that the case manager is able to focus on priority tasks and delegate other functions to those appropriately placed, and with the specific skills to complete them. Examples may include research, making appointments and other arrangements, outcome measurement, check-in's with clients and liaison with other professionals. This kind of support can help with both time and task management, and in generally providing a more responsive service to the client and other stakeholders in the case, such as when the lead case manager is on leave or otherwise unavailable.

When CMA's gain a positive reputation among referrers, it is not uncommon for demand for their services to increase and therefore, the ability to delegate tasks can help to free up the time they require to take on more casework.

Social Return also provide a number of touch points for team members to connect with each other, these include:

- Messaging systems to connect instantly with others for advice or to ask for support.
- Team learning/CPD events.
- Office based reflection and supervision activities.
- External social events.
- Opportunities to collaborate on research projects.

## **A Clinical Framework**

As case managers, our role involves dealing with uncertainty and responding effectively to the new and unexpected challenges our clients face. As well as being responsive, we also need to structure our work effectively and provide a strong rationale and evidence base for any interventions we propose.

Social Return embrace a holistic approach to case management, exploring with the client, the various aspects of their lives which are important to them and which provide them with meaning and purpose. We structure this approach within a 'domain model' which emphasises different elements of the client's life and seeks to integrate their goals and aspirations with the planning and interventions of the case manager. This model is fundamental to all the common processes we engage in, such as our assessment and reporting systems, how we record filenotes, case management planning, client goals, and many other aspects of our work.

Working with Social Return, associates benefit from access to a comprehensive clinical framework to underpin their practice, ensuring a consistent approach to casework that is grounded in the needs, goals, and aspirations of the client.

## **A Focus on Wellbeing**

Social Return are committed to supporting the wellbeing needs of both our clients and those we work with. We do this by:

- Understanding that we all have common needs to experience fairness, respect, trust, and to feel heard and appreciated.
- Being supportive and understanding when our colleagues experience challenges with their physical and emotional health.
- Reducing the potential for work related stress and being cognisant of the demands we place on people, supporting resilience and reducing the common precursors to stress.
- Creating an environment of psychological safety, so that team members feel they can speak up or solicit feedback from others - feeling psychologically safe means that they will not fear embarrassment, rejection, or punishment as a result.

In our relationships with our colleagues, we focus upon the 5 components that people pursue because they are intrinsically motivating, and they contribute to wellbeing:

***Positive Emotion, Engagement, Relationships, Meaning and Accomplishment.***

At the core of our approach to wellbeing is an understanding that each of us will have different needs in the present, and ambitions for the future. We believe that organisations should seek to understand what the people they are working with are trying to achieve, both professionally and in their lives as a whole. This means finding out what their strengths are, what motivates them, and what we can do to support them on their journey.

**An Empowering Approach to Case Management**

Whatever our circumstances may be, and how we choose to live our lives, we all tend to share similar hopes for our future. While our particular aspirations in life may vary greatly, most of us will want to learn more about ourselves and the world, make progress on our chosen path, maintain our wellbeing, make the most of our personal strengths, and achieve a degree of happiness and contentment.

Pursuing our potential starts with establishing our basic needs. To survive we need to be physically safe and secure and access the resources which keep us alive and well. From this foundation we can begin to **Thrive**, building confidence and resilience, improving our wellbeing, developing new skills and abilities. As we thrive in our lives, new opportunities present themselves to achieve things we may never have believed were possible, we pursue the activities that make us happy and provide us with a sense of purpose. **We Flourish.**

We believe that the work of a case manager is ultimately to support the development of human potential, to go beyond meeting their clients' basic survival needs and help them to live a life of fulfilment and meaning.

# **TALK TO US**

## **First Steps**

We understand that becoming a CMA can be a big step, particularly for those who haven't worked in a self-employed capacity before. It is likely that you will have questions, perhaps about our organisation, the clients we work with, the career progression opportunities we provide, or maybe about the practicalities involved in working on a consultancy basis.

Our first step is always to arrange a conversation with you to help you explore the opportunity more fully, either in person, or via a telephone or video call. Any discussion we have will be informal and anything you tell us will be in confidence, with no expectation that you will pursue working with us in the future.

During our first discussion we will explain more about what we are hoping to achieve as an organisation, how we work, what our values and beliefs are and what we are looking for in a CMA. If, after our initial conversation, you would like to explore the opportunities further, we can arrange to meet with you again or as many times as you need.

We want to get to know you and find out more about what inspires and motivates you, what you would like to achieve in the future, and to explain how working with our organisation might help you to achieve your ambitions as a case manager. Depending on your needs, we can also explore the practical aspects of working with us and we are happy to cover topics such as:

- Signing up as a CMA
- Hourly rates and methods to predict your likely income
- Time commitments and working preferences
- Working with our systems and processes
- Time and filenote recording
- Consultancy agreements
- Invoicing and remuneration
- Tax arrangements
- Promoting your services with referrers
- Any information we may need from you if you wish to take our discussion further

## **Signing Up with Social Return**

When we sign up a CMA we will always provide them with all of the necessary contractual documentation for review in advance and this will include confirmation of your hourly rates. We will also request the documentation we need to progress things further, which will include:

- Full contact details
- A CV and evidence of qualifications
- Details of supervision arrangements
- References
- Photographs
- Insurance documentation
- Details of your capacity to take on work and your preferences regarding when you work
- The geographical areas that you can cover

As part of this process we may invite you to spend some time with us at our base in Durham. This will allow you to meet key members of the Social Return team and learn a little more about the systems and approaches we use.

Once you are signed up as a Social Return CMA, we will complete a new CV with you and start to promote your services as part of our team to our external colleagues and referrers. During the early stages we will offer you training which can be completed remotely, to orientate you to our processes and procedures. We will stay in contact with you and inform you of any new cases which we feel would be appropriate for your skills and experience.

## **Alternatives to the Associate Role**

While this guide has been produced for the benefit of those case managers who might be considering working with us on an associate basis, we recognise that the path to becoming a CMA will not be right for everybody. Some practitioners will prefer to work in an employed capacity with all of the benefits and security this brings. Social Return regularly advertise live case manager vacancies, on our website, on social media and via online recruitment services such as indeed.com. We advertise positions as they arise in different areas of the country, but we are also keen to hear from anyone with an interest in pursuing a case management career or seeking a change of working environment. Even when we are not actively advertising for roles, we would urge you to contact us and discuss your career options with us for the future.

## **Our Contact Details**

Thank you for reading this guide to working with Social Return as an associate case manager. We hope that you have found this guide useful in exploring your future career opportunities.

Our organisation has a passion for bringing people together and sharing knowledge and insights. Simply connecting with a new colleague is a privilege for us and a huge factor in why we do the work we do. Whatever the outcome, we are always more than happy to help case managers explore their options and support them along their path, whatever that path may be.

We are currently seeking CMA's across the country, and we would be delighted to talk to anyone who would be interested in learning more.

You can get in touch via:

**[opportunities@social-return.co.uk](mailto:opportunities@social-return.co.uk)**

Or by calling us on:

**0191 375 0256**

We look forward to meeting you.



The difference that a case manager can bring can sometimes be felt immediately, solving a tricky problem, joining the dots, making something happen, but what we can sometimes overlook when we have places to be and deadlines to meet, is the long-term impact of our work. The listening, the thinking, the difficult conversations, the new ideas; those small victories for your client all accumulate. At some time in the future, many years from now, someone you have worked with will be in a better position; healthier, happier, or better able to cope with adversity as a result of the seeds you have planted today. The impact you make can be truly profound, not just for your clients, but for all of those who have been touched by the consequences of their lives being made better; positive impacts spreading through family trees and out into society as a whole.

Start a conversation  
with us?

opportunities@social-return.co.uk



*Thrive & Flourish*