

# Case Manager Job Profile

<b>JOB TITLE</b>	<b>Case Manager</b>
<i>RESPONSIBLE TO</i>	The Director of Operations
<i>ACCOUNTABLE TO</i>	The Director of Operations
<i>HOURS OF WORK</i>	Full time/part time, maintaining a flexible diary to meet business need
<i>LOCATION</i>	Belmont Business Park, Durham

## **PRINCIPAL RESPONSIBILITIES**

### **Vision and Values**

- Supports the company’s vision, values, and objectives in all communications.
- Demonstrates creativity and innovation.
- Promotes the positive reputation of the company.
- Dedicated to providing an exceptional service.
- Develops positive relationships with clients, families, staff and professionals.
- Conducts self as a positive role model and team member.
- Demonstrates drive, initiative and flexibility in carrying out all the principal responsibilities detailed below in order to promote and maintain high standards of service delivery.
- Recognises client’s rights and works with a person-centred approach.

### **Professional Practice**

- Work independently and as part of a team, with a clear understanding of the role and the scope of one’s own practice.
- Demonstrate awareness of the need to act within professional boundaries, working within the accountability structures for one’s own profession/ area of practice, reflecting upon and continuously improving one’s case management practice.
- Reflect on specific and wider case management practices, and their impact on plans and objectives.
- Assess one’s own strengths, weaknesses, and development needs, e.g. through reflection within supervision processes.
- Maintain an up-to-date knowledge of one’s area of practice and continuously develop own knowledge utilising existing evidence bases.
- Identify underlying ethical and moral principles, and their implications, consistently applying ethical principles across area of practice.
- Participate in appraisal processes to evaluate one’s own progress against personal and professional objectives for case management practice.
- Work within the key legal requirements relating to case management (including profession-specific frameworks where relevant).
- Demonstrate understanding of appropriate rules relating to confidentiality and information sharing, providing appropriate information whilst maintaining a client's right to confidentiality.

### **Assessment**

- Carry out detailed assessments of the care, rehabilitation and case management needs of clients, evidencing a comprehensive understanding of the client's needs and any risks associated with the client pursuing their goals.
- Consider the client's need for support and develop care/support proposals and plans as necessary.
- Coordinate the development of individual rehabilitation plans appropriate to the client's needs.

### **Communication and Professional Relationships**

- Demonstrate excellent communication skills both written and verbal.
- Maintain good communication and working relationships with the client and their family, all professionals, including therapists, Social Services, CCG's and CHC, Medical Practitioners, Solicitors, Benefits Agencies and others as necessary.
- Ensure all communications are recorded as specified by company policies and in a timely and professional manner.
- Provide advice, information, education and support to clients, their families and support staff on the effects of the client's condition (ABI, SCI etc.) as appropriate.

### **Planning, Implementation/intervention and Evaluation**

- Produce and proposals and recommendations for intervention and provide costs to instructing parties, in order to gain agreement to establish and carry out a structured and timely client rehabilitation plan.
- Ensure that plans are agreed, including allocation of responsibilities, timelines, and resources
- Plan, organise and coordinate personalised packages of support for clients, liaising with independent, specialist home care providers where appropriate.
- Work with the client to develop structured and purposeful activities, promoting social inclusion as per the client's requirements.
- Manage and support the client's engagement in day-to-day activities to ensure rehabilitation plan goals are met.
- Implement multi-disciplinary support through excellent therapeutic relationships with clients and their families.
- Work with a range of stakeholders to ensure that plans are implemented in a resource efficient way, and allow for the need to reprioritise.
- Deliver interventions in a timely manner, appropriate to client need.
- Monitor ongoing support packages, providing supervision, support and training for support workers as appropriate.

### **Goal Planning**

- Establish the client's own life goals and aspirations, ensuring that these are central to the development of active case management goals.
- Develop and prioritise active case management goals to ensure appropriate interventions are undertaken.
- Review active case management goals on an on-going basis, in partnership with the client and their families where appropriate.
- Ensure a transparent and inclusive approach when identifying goals that address client need.
- Support the development of the client's rehabilitation goals in partnership with the client and the multidisciplinary team.
- Establish specific outcomes and milestones relating to the goals and objectives identified.

### **Review and Monitoring**

- Monitor progress and changes in the client's situation and review the case management plan accordingly.
- Review active case management goals on a monthly basis.
- Facilitate multidisciplinary team reviews as and when required.

### **Reporting, Documentation and Record Keeping**

- Examine and critically analyse information to identify relevant issues, and to draw conclusions from a range of sources.
- Organise complex sets of information into a coherent plan that evidences the objectives for a client.
- Maintain accurate, up-to-date and professional case management records using the company's case management software, including filenotes and associated documentation as per company policies.
- Produce case management/initial needs assessment reports where indicated and provide regular update reports to relevant parties, as per our standards and company policies.
- Provide witness statements where required by litigation solicitors.
- Provide information and documentation where required by the company to promote the effective management of the business.
- Prioritise activities in order to meet objectives, taking into account different sources of information, and the dynamic interplay of different factors.

### **Advocacy**

- Act as advocate for the client and establish a good working relationship with the client and his/her family.
- Assess where external advocacy on behalf of clients is needed and where appropriate, facilitate the provision of this service.

## **Resources**

- Research, identify, commission and closely monitor appropriate services for individual clients, either in the statutory or independent sector, at specialist centres or in the client's own home and monitor progress to ensure the quality and effectiveness.
- Source and provide information on a variety of subjects e.g. equipment, housing, benefits, transport, etc. where required.
- Advise on specialist equipment, additional living needs and housing requirements, assisting the client to source suitable housing, services and equipment - source experts in the field to undertake this work where this is outside the case manager's own area of expertise.
- Assist with holiday plans and costs, where this is required due to disability needs.
- Ensure that interventions take account of resource constraints, managing expectations where needed and take into account analysis of costs and benefits.
- Use resources creatively to maximise client support, including the management of capacity and caseloads .

## **Risk Assessment**

- Conduct risk assessments and where appropriate produce a risk management plan to demonstrate a minimum level of risk to the client and to all people who interact with, and work with, the client.
- Ensure the clients wellbeing and safety are protected at all times.

## **Financial**

- Cost any proposal for intervention and seek funding agreement prior to the commencement of work.
- Monitor actual costs against proposal costs to ensure that all work is within budget.
- Ensure funds are available for identified treatments and to provide budgetary information.
- Work closely with any appointed Deputy.
- Deal with benefit applications and appeals in partnership with the client where required.
- Support the client with medical assessments in relation to benefits.

## **Personal Development**

- To further personal education and training and attend, and participate in, training sessions and staff meetings.
- Participate in an atmosphere of learning and personal development, encouraging skill mixing where appropriate.
- To undertake regular supervision in line with professional guidance and company policy
- To participate in annual appraisal and associated supervision meetings and professional development reviews

***\*It is not possible nor is it intended that this should be a comprehensive list of duties and responsibilities and should be considered as general guidance only.***

## Person Specification for Case Manager

Essential Requirements	Desirable Requirements
<p><b>Educational/Professional Requirements</b></p> <ul style="list-style-type: none"> <li>• Qualified in the following roles:               <ul style="list-style-type: none"> <li>– Chartered Psychologist</li> <li>– Physiotherapist</li> <li>– Medical Doctor</li> <li>– Social Worker</li> <li>– Registered Nurse</li> <li>– Speech &amp; Language Therapist</li> <li>– Occupational Therapist</li> </ul> </li> <li>• Current registration to practice in the UK</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> <li>• Substantial evidence of continuing professional development, such as post-graduate qualifications in relevant subjects</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of acquired brain injury</li> <li>• Experience liaising with a variety of services and agencies</li> <li>• Experience of developing support, care or rehabilitation plans</li> <li>• Experience of managing a case load within time limits and conflicting priorities</li> <li>• Experience of directing or working as part of, a multi-disciplinary team</li> <li>• Experience of goal planning</li> <li>• 5 years relevant registration experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of developing rehabilitation plans</li> <li>• In-depth experience of goal planning</li> <li>• Previous case management experience</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to develop therapeutic relationships</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to stay calm in potentially stressful situations and manage own emotional health</li> <li>• Excellent interpersonal skills including observation, active listening and conveying empathy</li> <li>• Skills in negotiation and problem solving</li> <li>• Ability to be persuasive, assertive and authoritative</li> <li>• Good analytical and reflection skills</li> <li>• Good organisational and prioritisation skills</li> <li>• Adaptable and flexible</li> <li>• Ability to work on own initiative, to be self-managing and motivated</li> <li>• Ability to work as part of a team and make a valuable contribution to the continued success of the team</li> <li>• Encourages, values and respects contributions from other team members</li> <li>• Commitment to personal development</li> <li>• Understanding of record keeping and the ability to provide accurate case management records and file notes</li> <li>• Proactively engages with challenges, and seeks support in finding optimal solutions</li> <li>• independently addresses complex problems, and where applicable, enable others to do so</li> <li>• An appreciation of the needs of the families of brain injured individuals</li> <li>• Understands the need to think laterally to develop the best possible plan for clients and employ creative and innovative thinking to develop client-focused plans and solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to draft legal documents and witness statements in a concise and professional manner</li> <li>• Knowledge of the service provisions offered and/or available to people with ABI, and how to access these</li> </ul>

<b>Character and Personal Attributes:</b>	
<ul style="list-style-type: none"> <li>• All reference verifications are favourable of character and performance</li> <li>• Commitment to personal professional development</li> <li>• Dynamic, enthusiastic and committed to development of the business</li> <li>• Willingness to be involved in training sessions and staff meetings</li> <li>• Excellent communication skills both written and verbal are essential with colleagues, clients, families/advocates and all other professionals.</li> <li>• Demonstrates creativity and innovation</li> <li>• Demonstrates excellent problem solving skills</li> <li>• Willing to accept on-going support, supervision and training, and benefit from the same</li> <li>• Enthusiastic, empathetic and resilient</li> <li>• Promotes the company by their own standards of conduct</li> <li>• Shares good practice within own case management arena</li> </ul>	<ul style="list-style-type: none"> <li>• A fast learner</li> <li>• Courageous, creative and resourceful</li> <li>• Commitment to the development of services</li> <li>• Takes opportunities to develop Leadership – leadership skills, and seek feedback when working with others</li> </ul>
<b>Other</b>	
<ul style="list-style-type: none"> <li>• Holds a full, current UK driving license</li> <li>• Has use of a car for work purposes</li> <li>• Computer literate and able to use office applications</li> </ul>	