

Working at Social Return

Case Management Employment
Opportunities
Quick Guide



THRIVE & FLOURISH AT SOCIAL RETURN



As case managers, we support the development of our client's potential to thrive and flourish in their lives, overcome obstacles, gain confidence and resilience, and achieve a sense of purpose and fulfilment, drawing on the unique strengths and qualities that make them who they are.

At Social Return we believe that this is also true of the people working hard to achieve these outcomes for their clients. Our role as an organisation is also to support them to thrive and flourish, because ultimately, providing excellent case management starts with the case manager.

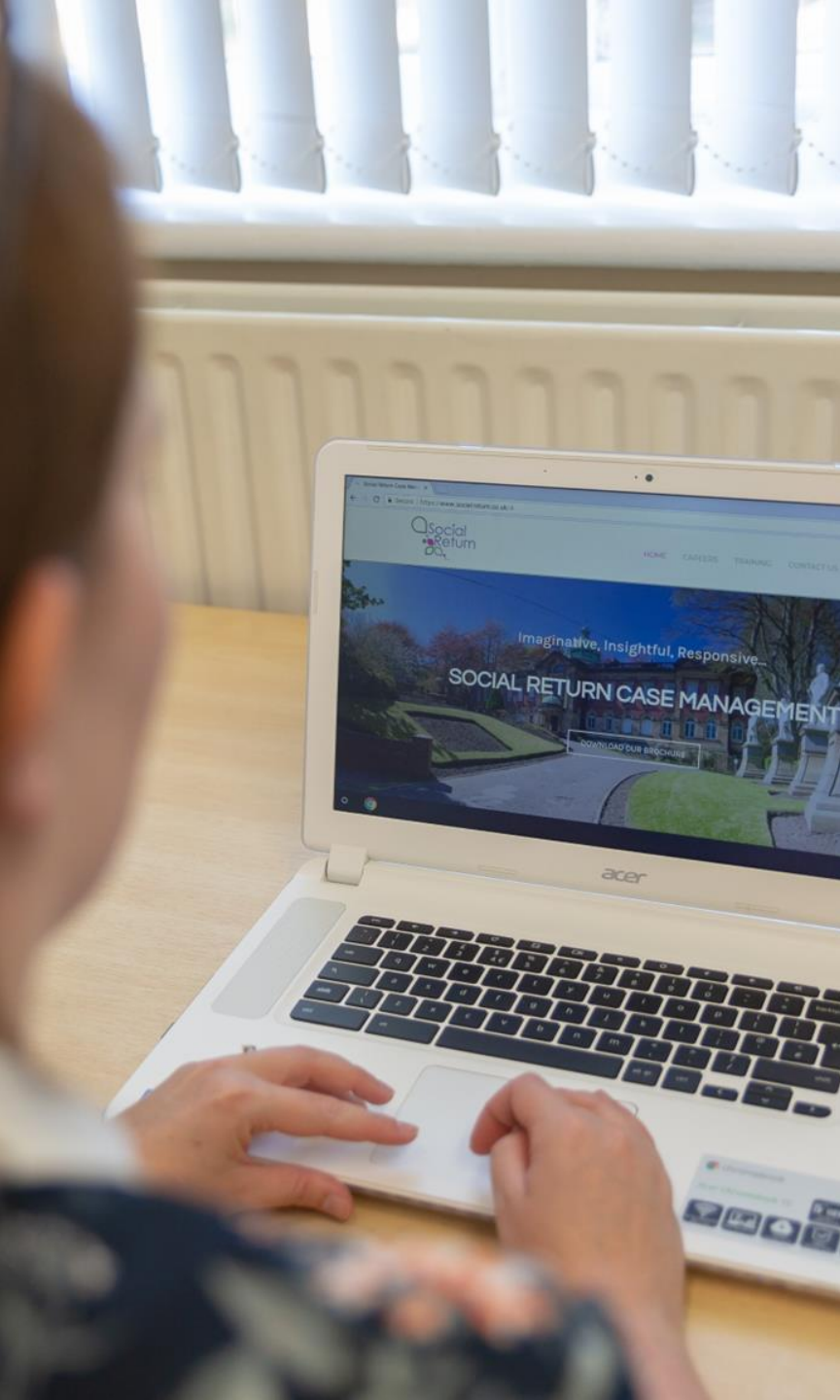
It may seem self-evident that the qualities and skills of each practitioner, their sense of wellbeing and how much they enjoy doing their work has a lot to do with how effective they are, but knowing this is different to actively creating a working environment and career opportunities that support people to reach their potential.

Our approach to nurturing the development of case managers has many elements: providing practical support, a robust clinical framework, learning and CPD opportunities, clinical supervision and supporting wellbeing. Beyond this, we have a passion for celebrating the individual strengths of our team members. While we case managers will often share a number of common attributes, the unique personal qualities we display are the foundation for both building connections with the people we serve, and addressing the unique challenges our clients are seeking to overcome.

Like a garden in full bloom, the case management community is enriched by its diversity. Collectively, this brings different perspectives, new ideas and new possibilities to our work and to the profession as a whole.



Thrive & Flourish



INDUCTION, THE CASE MANAGEMENT LEARNING PROGRAMME AND CPD

Whether you are an experienced case manager or are new to the role, a comprehensive induction programme is an important part of settling into a new position. While case management organisations often provide similar services, each will have their differences too, in terms of their systems, processes, clinical focus, culture and values.

Our induction process includes all the practical ‘housekeeping’ you might expect, along with training in the various systems we use such as IT, electronic case notes, our company portal, clinical models and frameworks, and information about the purpose and values of our organisation. Central to our induction is providing you with the time to meet and get to know your new colleagues so that you can learn about each team member’s role and how we all support each other.

As part of your induction, you will be enrolled onto our Case Management Learning Programme (CMLP), which will support your development in the role and provide a framework for future CPD opportunities. The programme also supports practitioners working towards BABICM Advanced Practitioner status.

The CMLP provides a mix of in-person training sessions, video training and other internal and external CPD opportunities, such as regular ‘lunch and learn’ sessions, attendance at conferences, seminars, and professional networking events.

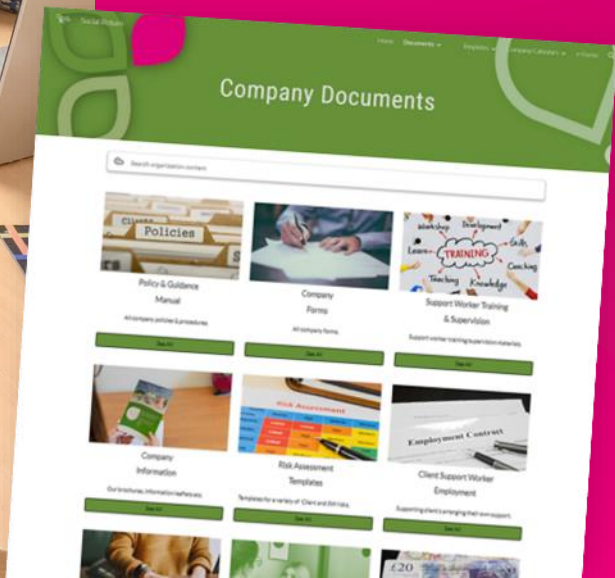


PRACTICAL SUPPORT

As health and social care professionals 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.

While a degree of structure is necessary, we also want 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. We do this by providing both human resources such as administrative and clinical support, and through technical solutions.





SOME OF THE PRACTICAL SUPPORT WE PROVIDE...

- 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, 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.)



CLINICAL SUPPORT & SUPERVISION

Social Return case managers benefit from both clinical and work-related support. This may involve regular touchpoint meetings and ad hoc support where required to discuss:

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

While our 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.

Access to formal supervision is essential to ensuring safe practice and evidencing reflection and learning. Social Return provide our case managers with regular formal clinical supervision, along with opportunities for group and peer supervision.



TEAMWORK

The ability to access colleagues and peers for practical support can be hugely beneficial for case managers.

Social Return case managers benefit from the support of their peers, assistant case managers and administration specialists to collaborate with on cases. This ensure that they are 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-ins 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.

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.



ANY QUESTIONS?

We understand that applying for a new position can be a big step, particularly for those who haven't worked in as a case manager before. It is likely that you will have questions, about our organisation, the clients we work with and the career progression opportunities we provide.

Our first step is always to arrange a conversation with you to help you explore the working with Social Return 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.

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 help them along their path, whatever that may be.

Start a conversation with us?

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