



Based In: Bedford
Background: Occupational Therapy
Joined RWW: September 2010
RWW role: Case Manager - Adults & Children

REHAB WITHOUT WALLS CASE MANAGEMENT ROLE

Providing case management input for people who have complex rehabilitation and care needs.

- Assessing need for case management, care, support and rehabilitation
- Risk assessment and development of risk management strategies
- Designing, developing and monitoring multi-disciplinary rehabilitation packages
- Recruiting, training and managing support workers
- Coordinating services from the statutory and independent sectors

CONDITIONS MANAGED

- ✓ Acquired brain injury
- ✓ Cerebral palsy
- ✓ Spinal injury
- ✓ Amputations
- ✓ Mental health conditions
- ✓ Complex orthopaedic injury
- ✓ Learning disability
- ✓ Burns

KEY SKILLS & EXPERIENCE

- ✓ High risk clients
- ✓ Managing large care packages
- ✓ Managing challenging behaviour
- ✓ Securing statutory funding

In her time at Rehab Without Walls, Joyce has worked with adults with acquired brain injury and complex physical injuries, many with very challenging behaviour. She has also case managed children with cerebral palsy.

Joyce has developed skills to manage conflicts in challenging family situations. She is experienced in managing complex 24-hour care packages and coordinating large multi-disciplinary teams to provide focused rehabilitation.

Joyce has assisted clients to purchase suitable disabled access properties and coordinated major adaptations, to allow her clients to remain at home.

"I have been hugely impressed with Joyce's approach and the way she has managed a very difficult case." – Solicitor, 2019

CONTACT

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PREVIOUS EXPERIENCE

In her previous role with BIRT, Joyce provided inpatient occupational therapy assessments and intervention in the main unit and community-based assessments and intervention in community houses, for clients with acquired brain injury and challenging behaviour. She undertook goal planning, assessed and managed risk and designed and developed occupational therapy programmes as part of a multidisciplinary team. Joyce also assessed and prepared clients for return to work and supervised basic grade occupational therapists, occupational therapy assistants and support workers.

Prior to that, Joyce worked with clients with learning disabilities in the community, conducting community-based assessments and rehabilitation and working with them towards resettlement.

In Zimbabwe, Joyce worked with adults with neurological conditions and with children in a special needs school. She also conducted workplace assessments and work hardening with a focus on ergonomics and return to work.

As a hospital OT, Joyce did rotation in mental health, burns unit, rheumatology and hand therapy, community-based rehabilitation, outreach services, orthopaedics, neurology, medical and respiratory departments. As District Occupational Therapist, she was responsible for managing and supervising occupational therapy staff in two district hospitals.

PROFESSIONAL QUALIFICATIONS

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| • BSc(Hons) Occupational Therapy (University of Zimbabwe) | 1996 |
| • Assessment of Motor Process Skills Certificate | 2009 |
| • MSc Advanced Occupational Therapy (University of Northampton) | 2012 |
| • Best Interests Assessor Certificate | 2016 |

CAREER HISTORY

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| • Brain Injury Rehabilitation Trust - Senior I Occupational Therapist | 2006 – 2010 |
| • South Essex Partnership NHS Trust – Community Learning Disabilities Team
Senior II Occupational Therapist | 2005 – 2006 |
| • St Giles Medical Rehabilitation Centre, Zimbabwe – Adult and Paediatric Neurology
Principal Therapist | 2001 – 2005 |
| • Chinhoyi Provincial Hospital, Zimbabwe
Basic Grade / Senior / District Occupational Therapist | 1997 – 2001 |

PROFESSIONAL MEMBERSHIPS

- HCPC – Health & Care Professions Council
- BAOT – British Association of Occupational Therapists
- COTSS-NP – College of Occupational Therapy Specialist Section – Neurological Practice
- BABICM – British Association of Brain Injury & Complex Case Management



OTHER ACTIVITIES

In her spare time, Joyce enjoys doing Zumba and playing netball.