

CASE MANAGER JOB DESCRIPTION

JOB PURPOSE

- To manage a caseload of clients as they go through the litigation process and beyond, as a result of a personal injury or clinical negligence claim. Some may remain with the case manager after settlement.
- To assist the client as far as possible to get back to their pre-injury lifestyle
- To coordinate a collaborative process and inclusive approach for each client
- To identify agreed goals and work towards these in the most cost-effective way, whilst adopting and encouraging the highest standards of client input

KEY RESPONSIBILITIES

- Conduct an initial client assessment and write a comprehensive report detailing rehabilitation recommendations
- Identify and manage client risks
- Provide a budget and costings for case management as well as all other rehabilitation input
- Regular follow up face to face and virtual meetings with the client in order to look at progress against agreed goals
- Produce written records of actions taken and meetings with the client and MDT team
- Find and engage appropriate private therapists as agreed
- Work with NHS and privately funded MDT team for a 'joined up' approach
- Monthly short written summary to be sent to agreed stakeholders
- Provide six monthly comprehensive progress reports to be distributed to list of agreed parties
- Thorough assessment of risk and formulation of comprehensive risk assessments
- Have an awareness of the impact of Deprivation of Liberty Safeguards (DoLS) and other relevant law and the impact on the client
- Have a working understanding of the Mental Capacity Act
- Be alert to safeguarding issues and to deal with these promptly and by the appropriate procedure
- Adopt a 'person centered' approach in case management practice
- Undertake initially weekly, then monthly then bi-monthly clinical supervision sessions with line manager and discuss each client
- Participate in monthly virtual team meetings
- Prepare for and achieve BABICM Advanced Membership
- Reach daily billable target hours and immediately report any problems in achieving this to line manager
- Maintain continuing professional development in line with the appropriate governing body e.g. NMC, HCPC etc

CASE MANAGER SPECIFICATION

ESSENTIAL

- Relevant professional qualification
- Social worker, RN (Registered Nurse in adults, children or learning disability), Occupational Therapist, Speech & Language Therapist, Physiotherapist or Psychologist
- Current registration with relevant professional body which must be continually renewed
- Clean DBS check at enhanced level
- Car driver with access to a car
- Car must be insured for work purposes
- Valid UK driving licence with no more than 3 points
- Computer literacy to include Word, Excel and Outlook.
- Able to work from home without distraction
- Able to write initial assessments and review reports, with good use of grammar and spelling
- Ability to question and influence stakeholder decisions
- Able to plan and manage own diary
- Self confidence

DESIRABLE

- Experience in Band 6 post
- An addition to post-registration qualification
- Previous experience of home working
- Working with community rehabilitation teams
- Experience of working with brain injury, spinal, amputee or multiple orthopedic trauma clients
- Working with a community care team