



Based In: Accrington
Background: Health & Social Care
Joined RWW: November 2014
RWW role: Associate Case Manager – Adults & Children

REHAB WITHOUT WALLS ASSOCIATE CASE MANAGER ROLE

Working alongside Rehab Without Walls Case Managers to manage care and support packages for adults and children with acquired brain injury (including cerebral palsy) or spinal injury, who have complex rehabilitation and care needs.

This role involves:

- Supporting the case manager with the recruitment and selection of support staff
- Preparing support worker instruction documents and working with the case manager to provide training for support workers
- Supporting the case manager in managing the support team
- Providing regular supervision of support workers and producing written records

KEY SKILLS AND EXPERIENCE

- ✓ Recruiting & managing care teams
- ✓ Training and supervising support workers
- ✓ Mental Health First Aid

Since joining Rehab Without Walls, Diane has worked with support workers to help them develop their roles, through providing training, supervision and her own experience in working with clients with acquired brain injury on a one to one basis.

Diane has gained a wealth of knowledge in employment law, and recruitment of support workers, ensuring that the right support worker is employed for each role.

Diane has a particular interest in the mental health of support workers and recently became a Mental Health First Aider.

Rehab Without Walls Director, Cathy Johnson, says: *“Diane's input has been invaluable to the case management team and has served to reduce the overall costs of case management for clients with directly employed support packages.”*

Diane says: *“The best thing about my job is seeing the difference that good support workers make in the rehabilitation of the clients they work with.”*

PREVIOUS EXPERIENCE

Diane is an extremely experienced care professional, who worked with Rehab Without Walls for many years as a support worker and team leader for several of our clients, before joining the team as an Associate Case Manager. Diane has 20 years' experience working with clients with acquired brain injury and more than 10 years' experience as a team leader for clients with rehabilitation packages, living in their own homes.

In her most recent role, Diane was responsible for ensuring the client had 24-hour care in place, preparing monthly rotas and liaising with the family to ensure the client's needs were met. Diane arranged and chaired team meetings, ensured therapists' recommendations were carried out and kept accurate written records of support provided.

PROFESSIONAL QUALIFICATIONS

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| • Advanced GNVQ Health & Social Care (Bury College) | 1998 |
| • BSc (Hons) Science, Society & Environment (Bolton Institute) | 2002 |
| • Makaton Level 4 | 2015 |
| • Mental Health First Aid certificate | 2019 |

PREVIOUS EMPLOYMENT

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| • Irwin Mitchell Solicitors (on behalf of an injured client), Team Leader | 2013 – 2017 |
| • Susan Pattison Therapy Services, Therapy Assistant | 2013 – 2014 |
| • Pannone (Slater & Gordon) Solicitors (on behalf of an injured client)
Support Worker | 2012 – 2014 |
| • Advantage Healthcare, Team Leader | 2010 – 2012 |
| • Homecare Direct, Team Leader | 2006 – 2010 |
| • Private Client, Team Leader | 2003 – 2006 |

OTHER ACTIVITIES

Diane regularly takes part in cycling and road/hill walking events, to raise money for various charities.

CONTACT

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