

PERSONAL PROFILE

- Empathic and caring Clinical Case Manager: BABICM registered.
- Qualified Social Worker: Social Work England registered.
- Qualified Best Interests Assessor (BIA).
- Excellent communication skills, developed and enhanced throughout BA (Hons). PgDip and professional experience.
- Excellent organisation, self-motivation, and time management; work successfully under pressure to achieve deadlines. Ability to work well both individually and in group situations respectively demonstrated through individual research projects and professional work experience.
- IT skills developed throughout university and working life including use of Microsoft Word, Excel, PowerPoint, Email & Internet. Gained Edexcel NVQ 3 Business & Administration.
- Personal experience of family members with ABI, LD and Autism.
- Clean Full Valid UK Driving License.

PROFESSIONAL EXPERIENCE

October 2022 – Present Total Case Management Ltd Clinical Case Manager

- Initial and ongoing assessments to maximise, promote and maintain independence and producing case management plans.
- Completion of immediate needs assessments and reports.
- Producing rehabilitation plans and goal set with the clients.
- Completion of risk assessments and production of risk management plans and support plans.
- Ongoing management of Support Workers, including staff performance management, disciplinary procedures, and investigations.
- Sourcing of Support Workers by either employment or agency.
- Sourcing and assistance with adaptation of properties and liaising with architects to consider the property in a holistic way.
- Education of families and support workers employed or sourced from agencies.
- Sourcing and liaising with agencies related to educational, vocational, social and leisure activities.
- Preparation for and chairing of team meetings.
- Documenting minutes, writing communication/contact sheets and Case Management reports.
- Referral to other appropriate professionals and working with them towards set goals.

September 2014 – September 2022 Supervising Social Worker

- Dealing with and Managing Initial Enquiries.
- Carrying out Initial Visit Assessments.
- Completing Prospective Adopters Reports, Annex A's and any other relevant court documentation as requested.
- Preparing and supporting prospective adopters for children with a range of needs; children who have suffered trauma. The consequences of which have required therapeutic intervention.
- Completing and implementing care plans to reflect the needs and support required.
- Family finding for individual children/sibling groups as necessary.
- Link working for families during matching process, including writing, and implementing introduction plans. Attending necessary meetings to progress service provision including: the adoption panel, matching meetings, placement planning meetings.

- Sourcing, organising, and planning recruitment events across the regional adoption service alongside the public relations officers to recruit adopters.
- Appointed adoption panel member.

I have been employed in various capacities, in both voluntary and private sectors over the past twenty years, including but not limited to:

- Working within disability rights as a benefits advisor which included undertaking case work with clients and attending tribunals to challenge decisions made regarding benefit eligibility. Facilitating various initiatives to involve the more vulnerable in the community.
- Working for a drug and alcohol charity, where I was also their online advice practitioner.
- Working within community mental health and learning disabilities teams and alongside those with ABI and dementia.
- Working as a support worker. Responsible for supporting young people in building their independence, communication, social skills and creating care plans to support leisure and vocational opportunities, goal setting to enable them to lead fulfilling and purposeful lives.
- Working as a project support worker with vulnerable adults suffering with various problems such as drug and alcohol abuse. Here I would provide practical support and guidance to residents and signpost to relevant services.

QUALIFICATIONS

- **October 2022** University of Central Lancashire Best Interest Assessor Qualification (Distinction)
- **March 2019 – March 2020** University of Chester Social Work PQ Award – Stand Alone Research Module, Level 7 (Merit)
- **Sept 2012 – July 2014** University of Chester PgDip/MA Social Work
- **Sept 2005 – May 2008** Liverpool John Moores University Sociology BA (Hons) 2:2
- **Sept 1995 – July 2003** Ysgol Friars, Bangor 2 A Levels & 10 GCSE's A*-C

COURSES

- Understanding Brain Injury Level 1 & 2 – Headway November 2022
- BABICM New and Would be Case Managers October 2022
- Level 2 Counselling Skills – NCFE April 2022
- Dyadic Developmental Psychotherapy – DDP Institute January 2020
- Life Story Work – Wigan Council 2019
- ASYE – St Helen's Council 2017
- Webster Stratton Training – Wigan Council September 2016
- Social Work Core Skills Training – St Helen's Council August 2016
- Attachment Style Interviewing – Middlesex University October 2015
- Undergraduate Level 4 Rethinking Child Development - Glyndwr University June 2015
- Level 3 NVQ Business and Administration – City & Guilds January 2012
- Level 2 Mental Health Awareness - NCFE 2013

LANGUAGES - English and Welsh