

Jessica Tillman – Curriculum Vitae

Case Manager/Registered Nurse

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WORK HISTORY

October 2024-CURRENT

CASE MANAGER, TOTAL CASE MANAGEMENT

- Initial and on-going assessments of clients to ensure their progress and rehabilitation are optimised
- Writing reports to a high standard, giving concise details about clients' complex needs
- Dealing with challenging behaviours and reacting promptly to difficult situations, whilst always ensuring the client's best interests are maintained
- Working alongside the multi-disciplinary team to ensure the highest standard and skilled professionals are involved in the clients' rehabilitation
- Recruitment and management of support workers; monitoring their work to ensure the highest standards of care are being given
- Prepping, chairing and minuting team meetings
- Creating costing reports
- Completing training courses to ensure my practice is up-to-date and of the highest standard
- Completion of support plans, risk assessments, care plans and Case Management plans, amongst many other documents with the goal of promoting independence, quality of life and safety

October 2023-OCTOBER 2024

Disability Assessor, Home-Based (Atos)

- This role entailed assessing claimants, via telephone, to advise the Department for Work and Pensions (DWP) of my medical opinion on their conditions and suitability for disability benefits (Personal Independence Payment)
- I had to adapt questioning to suit each claimant, and critically assess their needs/abilities using a framework set by the DWP
- Compassion and critical thinking, as well as professional telephone manner, IT skills and efficient typing are some of the skills that I used every day
- I am up to date with all Continuing Professional Development, as required by the legal body for which I work under (Nursing and Midwifery Council)
- Ensuring all documentation is secure and confidential, as legally required of me, again through Nursing and Midwifery Council and the Code of Conduct

April 2017 – October 2023

Intensive Care Unit (ICU) Nurse, Essex, Cheshire and North Wales

- I started on ICU, a newly qualified nurse straight out of university
- Throughout my time on ICU, I became very competent in management of all artificial airways, potent drugs (calculations to ensure potentially fatal drugs are administered safely), and caring for high-risk intravenous access. All of which require critical thinking, an ability to assess and adapt in emergency situations as well as clear communication

- Being promoted to Junior Sister allowed me to develop my managerial skills, delegating day-to-day tasks, ensuring the safety of the staff and supporting distraught families
- My role meant I would get involved with training; teaching new staff how to use equipment and analyse blood tests. This would allow them to sign off national competency frameworks and feel supported when in a new environment
- Apart from the practical side of intensive care nursing I have also gained in-depth knowledge of pathophysiology in both medicine and surgery through theoretical study
- My experience on Intensive Care means I have been exposed to acute Brain Injury as well as long-term complications of Brain Injury. I have been involved in the rehabilitation of those with Brain Injury, waiting for placement in a Rehabilitation Unit. I understand the difficulties not only the person involved faces, but also their support network, and am dedicated to ensuring person-centered care is at the forefront of everything I do.

EDUCATION AND TRAINING COURSES

- Nursing: Adult BSc First Class Hons (April 2017)
- Critical Care Course (Level 7 – Distinction), University of East Anglia (August 2021)
- New and Would Be Case Managers (BABICM, November 2024)
- Understanding Brain Injury (Headway, November 2024)
- Snow Sports Rehab (Brainwaves, November 2024)

Skills

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| • In-depth assessment; observing, analysis, time management and prioritising | • Very good IT skills |
| • Approachability and openness | • Friendly and professional telephone manner |
| • Ability to improvise and adapt under pressure | • Enjoy working in a team |

About Me

I enjoy exploring my local area in my spare time. I love cooking and animals, as well as spending time with my family and friends.

Driving

I have a full UK Driving License with no offences.

BABICM

I am a Registered Practitioner of BABICM.