

JOB DESCRIPTION

POST: Clinical Case Manager

Reporting to: Managing Director TCM

Salary: Dependent upon experience (full time)



Summary:

To provide a service to assess a clients needs, establish goals, monitor and evaluate with a view to maximising independence within the resources available. This may include putting into place rehabilitation programmes and packages of support / care.

Principle Responsibilities:

To complete an in-depth assessment of support / care, rehabilitation and case management needs for each client.

To produce a clear individualised case management plan with costs, including rehabilitation input and implement as discussed and agreed with the client, their family and/or legal representative.

To provide comprehensive risk assessments for the client and their environment.

To formulate rehabilitation plans and goals with the client and others involved. (family, members of the MDT, NHS, Social Services and legal colleagues if required)

To arrange and to attend regular follow up meetings in order to constantly monitor and reassess the support plan and goals set, evaluating and changing when necessary.

To identify, arrange and co-ordinate other assessments / treatment from other relevant professionals and monitor progress to ensure quality and effectiveness of the planned rehabilitation goals. These professionals may be from either the statutory or private sectors.

To act as an advocate for the client and establish a good relationship with the client and their family.

To complete the recruitment of support staff for clients providing training and supervision as required. This may be through statutory provision, agency or independently employed staff.

To educate and provide resources and information on brain injury to the client, their family and support staff.

To accompany the client when attending for appointments if required.

To represent Total Case Management Ltd as a witness of fact at Case Conferences as per the litigation process.

To communicate effectively with the client, family, other professional, support staff and legal colleagues.

To be a part of the emergency on call service. TCM operate a 24-hour emergency on call service to the Clients/Support workers we manage.

To have an understanding of the Mental Capacity Act and Dols and the impact on the client.

Documentation

To complete all relevant documentation as per Total Case Management standards and professional standards.

To prepare Case Management Reports detailing past, current and future intervention with associated costs to a timescale. This may be for end of month updates or full reports for the court.

To provide case management reports for CICA claims.

To adhere to the TCM confidentiality policy.

Managerial

To prioritise own workload and manage time effectively.

Regularly achieve billable target hours and communicate with line management if any problems in achieving this.

Daily completion of Working Time document to work alongside the above.

To produce and submit accurate and timely activity updates and time sheets to enable timely invoicing.

To participate in the development and operation of Total Case Management to ensure high professional standards within the relevant code of conduct.

To assist with the training of Junior Case Managers.

To maintain a current up to date portfolio within CPD and partake in regular supervision.

Health and Safety

In accordance with the Health and Safety at work act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and cooperate with the company and others in meeting statutory legislations.

To comply with safety instructions

To use in a proper safe manner the equipment and facilities provided.

To refrain from wilful misuse of, or interference with, anything provided in the interest of Health and Safety and any action, which might endanger yourself and others.

To report as soon as practicable, accidents and untoward incidents.

Postscript

This is not intended to be a comprehensive description of the duties of this post. The post holder may be required to undertake other related duties not specifically mentioned above. Any changes to this role specification will be made in consultation with the post holder.

PERSON SPECIFICATION

Job Title: Clinical Case Manager

	ESSENTIAL
Experience	<p>Highly specialist knowledge and practical experience of Acquired Brain Injury.</p> <p>Team Management skills</p>
Qualifications	<p>Professional Qualification such as a degree or diploma in Occupational Therapy, Physiotherapy, Speech and Language Therapy, Nursing or Social Work with a minimum of two years post qualification in profession</p> <p>Registration with relevant professional body.</p> <p>HPC registration if appropriate</p>
Skills, Knowledge and Competencies	<p>Completion of needs assessment.</p> <p>Completion of risk assessments</p> <p>Ability to goal plan, implement, monitor and evaluate.</p> <p>Able to communicate at all levels with clients, family and professionals</p> <p>Able to manage meetings – chairing and taking minutes.</p> <p>Community based rehabilitation knowledge</p> <p>Residential and long-term support knowledge.</p> <p>Working knowledge of other professions</p> <p>Able to plan and organise</p> <p>Able to work autonomously in difficult and challenging situations.</p> <p>Able to maintain confidentiality and diplomacy</p> <p>Able to manage own time, prioritise make judgements and decisions.</p> <p>Able to problem solve</p> <p>Presentation Skills</p> <p>Computer literacy</p> <p>Report and letter writing skills</p>

Specific to the Job	<p>To be of casual but professional appearance</p> <p>Good communication – listening, interpersonal, written and email.</p> <p>Adaptable and flexible</p> <p>Able to drive with business insurance.</p> <p>Acceptable home office/Able to work from TCM Office</p> <p>Able to cover planned holidays and sick leave of other case managers</p> <p>Able to work flexible hours</p> <p>Clean DBS check at enhanced level</p>
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