

Position – Case Manager

Based near Chelmsford, Essex



Professional Registration & Memberships

- British Association of Brain Injury Case Managers (BABICM) – **Membership No. 2215695**
- Nursing and Midwifery Council – **Pin No. 16K0534E**

Skills & Experience Summary

Jess gained a first-class honours degree in Adult Nursing in 2017. She worked in Intensive Care from 2017 until 2023 when she moved to the northwest of the country. She began nursing through an agency initially but quickly moved onto disability assessing for benefit eligibility. She stayed in this role for one year before moving into case management. Whilst in the NHS she gained extensive experience in a wide range of acute medical and surgical emergencies as well as caring for the critically ill during the Covid 19 pandemic. Whilst disability assessing, Jess gained a more in-depth knowledge of chronic conditions and co-morbidities as well as report writing.

Since October 2024, Jess has worked as a case manager, predominantly managing adult clients with acquired brain injury, spinal injury and polytrauma. She has thoroughly enjoyed this change in her career and her robust assessment skills and excellent timekeeping have allowed her to work thoroughly and efficiently.

Although she is relatively new to case management, Jess is proactive, able to adapt in difficult situations and is a good communicator. She enjoys working closely with clients, families and MDTs to ensure realistic goals are met and that her clients' lives are fulfilled and meaningful.

Her nursing experience means Jess is able to work in stressful situations with clients and families that have been through catastrophic events and is able to think holistically and with sympathy. She has extensive experience in caring for those who have suffered brain injury, at both initial injury and at end-of-life, and has a passion for neurological rehabilitation. She continues to have a strong interest in complex medical needs and has knowledge and understanding of organ support (such as ventilators, dialysis and enteral/parental feeding), but also ensures all clients have person-centred and bespoke care and rehabilitation.

Continuous Professional Development (CPD)

To maintain high standards of service by our team members, Ben Holden Ltd provides regular in-house training and attendance of annual statutory and mandatory refreshers. As part of CPD, members regularly attend external events/courses and maintain a personal CPD Folder. All staff are subject to regular supervision and mentoring sessions.

Disclosure & Barring Service (DBS) – Enhanced Certificate

To remain up to date and enable regular annual rechecks our team members are all registered with the online Update Service.

Employment History

January 2026 – Present

Ben Holden Ltd
Case Manager

October 2024 – December 2025

Total Case Management
Case Manager

October 2023 – October 2024

ATOS
Disability Assessor for PIP

January 2023 – October 2023

Pulse Agency Nursing
Intensive Care Nurse (General and Burns) – hospitals in northwest England and North Wales

April 2017 – January 2023

Broomfield Hospital, Chelmsford
Intensive Care Nurse (General – Band 6 from 2020)

Personal Summary

Jess loves to spend time with her friends and family, mainly on country walks and holidaying. Jess also loves to bake and cook in her spare time. She has a cat and enjoys films, puzzles and crocheting.

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