



Job Title: Case Manager / Senior Case Manager

SUMMARY OF ROLE

Case Managers (in the personal injury/clinical negligence arena) use their specialist knowledge and experience to make clinical recommendations for medical, therapy, equipment, housing and care needs to individuals affected by catastrophic injury.

They act as the central point of contact for the multiple and varied professionals who may be involved in the initial rehabilitation and on-going support.

The Case Manager will have a small number of clients, the aim of the role is to assist them to get back to, as close as they are able, their pre-injury status.

The Case Manager will be supporting clients with their on-going litigation claims, and rehabilitation as well as on-going support post settlement.

The Case Manager will work with the client to establish what is important to them and then use their skills and experience to support them to achieve these goals.

In some respects, the role requires the individual to deputise for the Managing Director and the Clinical Services Manager, which might involve representing Ben Holden Ltd at professional events and meetings.

The role may be worked on a flexible basis in that work may be undertaken from home, although there would be occasional expectations to visit and work from the office in Wherstead, Suffolk or other specific locations in East Anglia, London or the UK.

RESPONSIBILITIES INCLUDE

- Managing a small caseload of clients, building relationships with them and the people who matter to them, to assist them to achieve the goals identified as being important to them;
- Completing assessments and writing formal reports, either as an initial assessment or to provide on-going updates on the client's progress;
- Making clinical recommendations for therapy, equipment or care and co-ordinating this on an on-going basis;
- Arrange and chair MDT meetings where these are required;
- Work as part of the litigation claim, being able to follow the instructions of the legal team;
- Where clients have a need for support workers, the case manager will assist with planning the care, recruitment, supervision and monitoring of these staff (under the direction of the Registered Manager);
- Monitor the safety and well-being of the client, making any interventions deemed as necessary;

- Have regular communications with the instructing parties, the client, their families and other professionals involved in the rehabilitation plan;
- Conducting ongoing assessments, outcome measures and monitoring of the client's situation;
- Always act as an advocate for the client and their needs;
- Be able to source appropriate services from other specialists to meet the client's needs;
- Adhering to relevant regulations and professional guidelines as set out by CQC, BABICM, IRCM, MTSP, HCPC, SWE, NMC, RCOT, CSP, ICO to promote client well-being and maintain client safety;
- Be involved in regular training and CPD activities whether they be internal or external to Ben Holden Ltd;
- Be involved in various company projects or groups, examples could include, participating in Ben Holden Ltd.'s safeguarding team, being a part of the clinical template development group, service development projects, presenting or providing training at a Ben Holden Ltd training day, presenting at a national conference on behalf of the company or completing research;
- To participate in regular supervision as directed by your supervisor;
- To be part of the on-call rota to provide support out of hours.

Person Specification - Essential

- Must hold a relevant professional qualification and experience of working in their profession: occupational therapy, physiotherapy, clinical psychology, social worker, nurse;
- Current registration with relevant professional body which must be kept updated;
- Must hold a full driving licence and be confident in driving;
- Must have a clear communication style, be able to speak with clients, their families, other professionals and legal teams;
- Must be confident in the use of IT, including Microsoft and agree to use specialist systems such as iinsight and electronic care plans;
- Must be able to write a professional report with competent use of spelling and grammar;
- Must be able to always hold difficult and challenging conversations and advocate on behalf of the client;
- Must be able manage a busy case load and plan own time and diary;
- Must have an understanding of safeguarding legislation and how this applies to keeping people safe;
- Must be used to working in line with company policies and procedures.

Person Specification – Desirable

- Experience of care planning and managing care teams;
- An understanding of the CQC;
- Experience of working with individuals with brain injury, spinal cord injury, amputations or multiple orthopaedic trauma;
- Experience of working with private and statutory services;
- Have an understanding of, or some experience in, litigation.

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