



Job Title: Assistant Case Manager – Care Coordination and Compliance

SUMMARY OF ROLE

This combined role supports Case Managers with the delivery of clinical services and supports the Registered Manager with rehabilitation, care coordination, support worker management and CQC compliance.

The postholder will complete delegated tasks accurately and promptly, maintain electronic records, liaise with clients and stakeholders, and support safe, person-centred care for clients with complex needs.

Case Managers work in personal injury and clinical negligence, making clinical recommendations about medical, therapy, equipment, housing and care needs for people affected by catastrophic injury. They act as a central point of contact for professionals involved in rehabilitation and ongoing support.

Case Managers support clients during litigation, rehabilitation and post-settlement care. They work with clients to identify what matters to them and support progress towards agreed goals.

The Assistant Case Manager completes delegated tasks under the direction of the Case Manager, ensuring work is accurate, professional and completed to the required standard.

Where clients directly employ support workers, the role supports staff management and care delivery under the direction of the Registered Manager. This may include recruitment, supervision, training, care plan updates, assessments, disciplinary matters and safeguarding investigations.

The postholder will receive training in the digital social care record system and support Case Managers and support workers to use it effectively.

As BHL is registered with the CQC, the role will also support audits and other compliance activity with the Registered Manager.

RESPONSIBILITIES / KEY DUTIES

- Support Case Managers with clinical service delivery, including rehabilitation packages, specialist equipment, agency care, accommodation, education and vocational needs.
- Communicate professionally with Case Managers, clients, families, support workers, legal teams, professionals, agencies and other stakeholders.
- Complete client visits and non-clinical tasks under Case Manager direction.

- Attend MDT meetings and help organise them when requested.
- Support the management of directly recruited care staff, including recruitment, care planning, assessments, supervision and training.
- Assist the Registered Manager with care team oversight, CQC-related tasks, digital record management, audits, training research and training events.
- Complete reasonable company projects requested by the Management team or Director.
- Support safeguarding processes for vulnerable clients.
- Maintain accurate, professional and up-to-date records.
- Participate in training, CPD and regular supervision.

Location / Flexible Working

The role is flexible, with an expected 50/50 split between home working and Unit 5, Wherstead, Suffolk. Regular community visits are required, with occasional work in East Anglia, London or other UK locations.

Reports to

- Sonia Collin, Registered Manager

Person Specification - Essential

- Experience in a health or social care role involving staff management and care planning.
- Health or social care qualification, minimum Level 3 Diploma or equivalent.
- Full driving licence and confidence driving.
- Clear, professional communication with clients, families, professionals and legal teams.
- Confident IT skills, including Microsoft Office applications.
- Ability to write accurate professional records and emails.
- Understanding of safeguarding and how it supports people's safety.
- Experience working in line with company policies and procedures.

Person Specification – Desirable

- Understanding of CQC regulations.
- Understanding of the Mental Capacity Act.
- Experience supporting people with brain injury, spinal cord injury, amputations or polytrauma.
- Experience using a digital social care record.
- Experience providing training.
- Experience working with private and statutory services.