

JOB DESCRIPTION – BRAIN INJURY CLINICAL CASE MANAGER

Reporting to: Management Team/Clinical Supervisor

Job Summary: Provide a service to assess needs, establish goals, and facilitate, monitor and maintain brain-injured clients to their maximum level of functioning, with an appropriate support regime within the resources available.

Key Working Relationships

- A Maintain a constructive and progressive relationship with Head First's clients, their families and support workers.
- B Maintain good communication and liaison with other professionals involved, including therapists from other clinical disciplines, Social Services, PCT's, Medical Practitioners, The Public Guardianship Office, Solicitors, the Benefits Agency and others as necessary.
- C Maintain rapport and good communication with all members of the Head First team.
- D Maintain a good working partnership with clinical supervisor.

Key Tasks

1. Carry out detailed initial assessment of the care, rehabilitation and case management needs of new (and potential) clients and full risk assessments as required. As a result of assessment and in consultation with the client and others involved, establish the objectives and a clear Case Management plan for that client.
2. Monitor progress and changes in the client's situation and revise the case management goals accordingly.
3. Act as advocate for the client and establish a good working relationship with the client and his/her family.
4. Liaise with other professionals as appropriate in order to maintain the client in the community.
5. Implement and monitor an appropriate care regime, providing supervision, support and training to the support workers, as required.

6. Resource and provide information on head injury, equipment, housing, benefits, transport, etc.
7. Maintain accurate documentation of case management in accordance with the systems operated by Head First.
8. Ensure good communication and liaison within the Head First team.
9. Carry out such other tasks as may from time to time be required.
10. Undertake regular clinical supervision and such training from time to time as required by Head First to maintain good practice, increase knowledge and skills and optimise performance.

Main Duties and Responsibilities

- 1.1 Undertake a detailed assessment of the client's care, rehabilitation and case management needs.
- 1.2 Undertake a risk assessment of the client in his/her environment.
- 1.3 Establish a clear plan for Case Management intervention.

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- 2.1 Establish effective methods of monitoring the outcomes of Case Management intervention with individual clients.
- 2.2 Undertake ongoing assessment of the client and their changing needs.
- 2.3 Review the Case Management goals of each client on a regular basis.
- 2.4 Monitor the work of support workers.
- 2.5 Ensure that all documents relating to the client are regularly updated.

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- 3.1 Develop a working relationship with the client and be receptive in order to support him/her in all aspects of life, including assistance with problem solving, prioritising, planning and organisation and mediation as necessary.
- 3.2 Maintain regular contact by telephone and personal visits.
- 3.3 Acquire detailed knowledge relating to the client's brain injury and other problems.
- 3.4 Be aware of the client's lifestyle and his/her perspectives of their family, friends and professionals involved with him/her.

- 3.5 Develop an understanding of the client's needs and vulnerabilities for living independently in the community.
- 3.6 Establish a rapport with relevant members of the client's family and give them support and information as required.
- 3.7 Organise a service to cope with emergencies.

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- 4.1 Monitor the client's wellbeing and needs, organising referrals to other professionals as appropriate.
- 4.2 Develop an understanding of the roles, responsibilities and involvement of the professionals in the client's care in the community.
- 4.3 Liaise with those concerned with the client's care in the community and ensure the co-ordination of information.
- 4.4 Provide information and write reports to other professionals as appropriate.

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- 5.1 Plan and implement a care regime to meet identified care needs within available resources.
- 5.2 Arrange for the provision of care by suitable and appropriate support workers (including recruitment, liaison with agencies and Social Services) as necessary.
- 5.3 Monitor and review the care/support regime and maintain its smooth running.
- 5.4 Support and train support workers with particular reference to the problems of head injury and the problems of the client.
- 5.5 Produce a Support Worker's Guide for the client to increase the support workers' knowledge and consistency of practices.
- 5.6 Advise support workers on practical management techniques and plan and implement programmes as appropriate.
- 5.7 Maintain good communication with individual support workers and ensure there is effective communication throughout the support team.
- 5.8 Promote Health and Safety at work for support workers.
- 5.9 Liaise with support workers about employment issues as appropriate.
- 5.10 Provide information and education on head injury to the client, his/her family, carers and relevant others whenever appropriate.

- 5.11 Resource and provide information on appropriate equipment, housing, benefits, transport, holidays etc and where necessary arrange for their provision.
- 5.12 Keep up to date with head injury research and issues, using this knowledge as a basis for case management when relevant.
- 5.13 Be responsible for accounting for the hours worked with each client on the appropriate systems, to enable these to be entered into the database in preparation for invoicing.

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- 6.1 Maintain accurate time recorded documentation of case management, including records of telephone conversations and visits, goals, weekly reviews and documentation relevant to the employment of support workers.
- 6.2 Respect the need for confidentiality regarding knowledge of a private and personal nature about clients and families.

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- 7.1 Ensure good communication about clients within the Head First team.
- 7.2 Use established systems and procedures within the office, in accordance with the staff handbook, and assist in developing new ones as needed to ensure good working practices in conjunction with the team.
- 7.3 Keep an accurate record of hours worked on time sheets provided and ensure that these are completed according to procedures within the Staff Handbook and submitted to the Finance Manager on a weekly basis.
- 7.4 Keep an accurate record of any necessary mileage or expenses incurred for business on the appropriate expenses form, and return completed forms (with receipts attached) to the Finance Manager on a weekly basis.
- 7.5 Be responsible on a daily basis for informing the office of your whereabouts and ensuring that you comply with the Head First system for passing on and receiving messages, which may arise in your absence.
- 7.6 Be available to be "on call" on a regular basis at times to be determined.
- 7.7 If last leaving the office, ensure that the telephone system is diverted to the relevant Case Manager on call, all electrical equipment and lights are switched off, the alarm is set and the external windows and doors are secure.

Signed: Dated:

Print Name:

PERSON SPECIFICATION

Job Role: Brain Injury Clinical Case Manager

	Essential	Desirable
Experience:	Working with acquired brain injury	
	2 years relevant post registration experience	
	Liaising with various services and agencies	
	Creating treatment and care plans	Managing a case load within time limits and conflicting priorities
	Working as part of a multi-disciplinary team towards client rehabilitation and social integration	
	Developing and monitoring processes and procedures	Used to home-working and lone working arrangements
	Using effective support systems to develop own knowledge and practice	
	Typing and maintaining accurate Case Management records and file notes	Maintaining time recordings
Qualifications:	Hold a professional clinical qualification (OT, Nurse, Social Worker, Physio), and be registered to practice in the UK	
Knowledge:	Have an appreciation of the needs of the families of brain injured individuals	
	How to evaluate your own competence when at work and decide when further support and expertise is needed	Knowledge of the service provisions offered and/or available to people with ABI, and how to access these
	Understands fully the principles of confidentiality of information	
	Computer literate and able to use MS Office applications	Use of client databases
Skills and Abilities:	Ability to stay calm in potentially stressful situations	
	Excellent written and verbal communication skills	Ability to draft legal documents and witness statements in a concise and professional manner

	Excellent interpersonal skills including observation, listening and empathy skills	Understands non-verbal communication
	Encourage others to express their views, feelings and wishes	Confidently contributes to debate
	Negotiation and problem solving	Ability to be persuasive, assertive and authoritative
	Good analytical and reflection skills	Shares own thought and opinions
	Well-developed concentration skills, and the ability to work effectively under pressure	
	Good organisational and prioritisation skills	
	Adaptability and flexibility	
	Ability to work on own initiative, to be self-managing and motivated	
	To work as part of a team, make a valuable contribution to the continued success of the team	
	Willing to change ideas based on new information and evidence	
	Encourages, values and respects contributions from other team members	
	Open to learning from all experiences	Share learning with others, whether the experience is good, or bad
	Willing to travel on a regular basis as part of normal job duties	
Personal Qualities:	Willing to accept ongoing support, supervision and training, and benefit from the same	A fast learner
	Enthusiastic, empathetic and resilient	Courageous, creative and resourceful
	Promotes the organisation by their own standards of conduct	Commitment to the development of services
Other:	Hold a full, current driving licence	
	Use of a car for work purposes	
	A commitment to Equal Opportunities	