



MICHELLE RUSSELL

ASSISTANT CASE MANAGER

AGES COVERED

Michelle works with adults, children and young people and families

LOCATIONS

Located in Buckinghamshire and covers Oxfordshire, Warwickshire, London and the home counties.

MEMBERSHIPS

Non-Registered Practitioner of BABICM



BROWNBILL
CASE MANAGEMENT SERVICES

BIOGRAPHY

Michelle has experience of working in the Health and Social Care sector for the last four years. Prior to that Michelle worked in Early Years and Childcare Education for twelve years, managing a large preschool that also provided placements for children with additional needs. Part of the role was supporting families of children who required additional support, recognising this was their first experience on the education ladder. Enabling those families to access additional support for their children and themselves, introducing them to other agencies offering respite and therapies, introducing them to the assessment process for an EHCP prior to accessing formal education.

Michelle's administrative experience enables her to offer an organised pragmatic approach to workload and to prioritise with efficiency. Always placing the client first.

Michelle's main role at Brownbill Associates is to manage a small caseload of clients under the direction of the Registered Manager/Clinical Director and Clinical Manager. She also undertakes nonclinical tasks directed by our team of Case Managers enabling them to focus on other areas of work that are crucial for their clients.

BIOGRAPHY CONTINUED



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BIOGRAPHY CONTINUED

Michelle supports her clients to achieve their goals and priorities, facilitating independence where possible. She aims to support clients to lead full lives and can assist with goals such as; finding a new leisure activity, planning a holiday, moving home.

Michelle is available to our clients, families and support teams via telephone, face to face visits and email. Michelle can help problem solve and manage different day to day situations and challenges which our clients living with long term conditions or following a life changing injury may often find harder to navigate.

Michelle aims to visit her clients monthly or more often if required dependent on the needs of the client and level of involvement. She can react to unexpected events in a timely manner. Her involvement can also include supporting clients at meetings/appointments.

Tasks that Michelle can undertake in her role include:

- Holiday planning, supporting with UK, short/long haul-based holidays and associated support needs.
- House searches and support with moving taking into consideration all the factors associated with moving.
- Organising, attending, scribing for MDT's, team meetings and disciplinarys etc.
- Client visits.
- Supporting application for Blue Badge, PiP, driving assessments etc. including the preparation work of gathering evidence to support the application.
- Overseeing and managing staff rota's, liaising with agencies to support safe staffing.
- Maintaining and recording of updated care plans and risk assessments, updating compliance files and client file records.
- General support to care team for example with purchase of new laptop/equipment and set up.
- Daily telephone support to care team if required.
- Research and coordinating therapists, medical appointments.
- Leisure and vocational research and placements.
- Research costs for equipment, furniture, household appliances, liaising with Deputy, ordering and setting up safety checks and maintenance plans.
- Monitor expiry dates of insurances and request updated policies i.e. FISH, car, equipment, plumbing, boiler.
- Problem solve day to day household maintenance issues on property, vehicles, tech.
- Researching and arranging trades i.e. electrician, tilers, gardeners.
- Monitor, reconcile client/team finances.
- Supporting families with paperwork.
- Being adaptive and flexible to the client's needs.