



BECCI GREATOREX

ASSISTANT CASE MANAGER

QUALIFICATIONS

Mandatory and Safeguarding
Training in place

AGES COVERED

Adults

SPECIALISMS

Acquired Brain Injury
Challenging Behaviour
Learning Difficulties
Mental Health Management

LOCATIONS

Located in Tamworth in Staffordshire,
covers the Midlands



BROWNBILL
CASE MANAGEMENT SERVICES

PROFILE

Rebecca has always been driven to helping those that need it most.

She has experience within the care environment currently working as case manager assistant and previously as both a domiciliary carer and as a personal assistant.

Rebecca has experience working with clients with brain injury, dementia, learning difficulties, and mental health.

She possesses excellent communication skills and meticulous planning and organisational skills, alongside being reliable, sensitive and trustworthy.

In all roles during her career, Rebecca has developed confidence and experience in liaising with medical professionals, managing a team and working under pressure to tight deadlines, maintaining unfaltering patience and professionalism in any situation.

Rebecca strives for self-improvement and is always keen to undertake training in order to achieve that.



THE ROLE OF THE ASSISTANT CASE MANAGER

Assistant Case Managers are available to support our case managers, clients, families and support teams via telephone, email and face to face visits.

Assistant Case Managers 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, for example:

- General support to care teams and being adaptive and flexible to the client's needs.
- Supporting clients/families/case managers/team leaders/care teams with support needs administration and setting up recording systems re meeting compliance.
- Supporting the recruitment process and undertaking interviews.
- Care team supervisions, probationary reviews, and annual appraisal.
- 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 disciplinaries etc.
- Client visits.
- Supporting applications for Blue Badge, PiP, driving assessments etc. including the preparation work of gathering evidence to support the application.
- Overseeing and managing staff rotas, 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.