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AKA helps and empowers people to live life after a devastating, traumatic injury. We promise to listen, nurture and guide as their happiness and wellbeing underpins everything we do. We focus on practical and emotional support in the community and drive the industry for consistently high standards of performance and professionalism.

Szilvia Bukta
Assistant Case Manager

Based in: London

Assistant Case Manager (2007– Present)

Working at AKA Case Management Limited to provide a collaborative service that assesses, plans, implements, monitors and evaluates support options and services that meet the unique needs of the brain injured person and their families.

Keys Skills:

- Varied experience of working with brain injured individuals in the community.
- Exceptional communication skills with clients and staff.
- An excellent team player and able to manage and supervise staff, and to support team leaders with strong leadership and mentoring skills.
- Has recruited staff for care and support roles over a wide range of injury and need.
- Good problem solving, numeracy and IT skills, with excellent attention to detail.

My duties include:

- Providing a practical programme which ensures social and emotional support in line with the therapeutic plan
- Developing an individual package of care which best meets client's needs
- Ensuring the provision of practical assistance and guidance to support the client in day to day living
- Responsible for production of the weekly plan for the client including activity programme
- Planning specific areas of rehabilitation
- Ensuring an effective two way communication process
- Working with the case manager to enable the recruitment and supervision of support workers
- Leading, developing and supervising the work of the support staff
- Producing documents for job pack

- Collating support worker's narratives, timesheets
- Providing information to case manager

Team Leader – AKA Case Management (2006 – 2007)

- Leading the support workers
- Making the rota
- Organising sessions with therapists
- Work with the client and his family
- Reporting to Case Manager
- Supervising and supporting the team

Support Worker – AKA Case Management (2005 – 2006)

- Work with the client and their family on the therapeutic plan
- Provide recreational and leisure opportunities for them
- Write daily narratives related to their progress
- Keep medication registration