



Call us on **0115 711 7070**

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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.

**Andrew Rose**  
Operations Manager

**Operations Manager (September 2017 – Present)**

To provide day to day management, training, support of Case Managers to ensure compliance with AKA Case Management's professional and regulatory standards and expectations. To ensure services are operated in accordance with the AKA Case Management's operational policies and procedures.

Duties include planning and controlling change, managing quality assurance programmes, researching new technologies and alternative methods of efficiency, setting and reviewing budgets, and managing cost.

**Previous Jobs:**

|  |                                  |
|--|----------------------------------|
| <b>Supervision &amp; Compliance Manager &amp; Registered Manager</b><br><i>Northern Case Management Ltd</i>  | <b>April 2014 – August 2017</b>  |
| Provided clinical supervision, appraisals and management of all NCM case managers. Monitoring case compliance and liaised with external bodies regarding service provision. Acted as the safeguarding lead and registered manager.   |                                  |
| <b>Project Development Manager</b><br><i>ReNew Neurobehavioural Services, Australia</i>  | <b>July 2013 – December 2013</b> |
| Supported the introduction and development of ReNew services which delivered the neuro-rehabilitation model to people with ABI across Australia. I was responsible for the strategic development of services and developing relationships to enable significant negotiations with Funders, Community Providers and other significant agencies and track funding streams. |                                  |
| <b>Senior Clinical Consultant</b><br><i>Specialist Training &amp; Resource Unit, NSW Government, Australia</i>   | <b>July 2012 – March 2013</b>    |
| Worked with services, carers, families, clients that required highly specialised support in relation to their complex diagnoses and behaviour support needs. Clients presented with high frequency and intensity of challenging or offending behaviour, with the potential for serious damage or injury to self, others and/or property.                                 |                                  |
| The role involved providing expert assistance, consultation and collaboration to local clinicians and caseworkers to assess clients challenging/offending behaviour and design suitable intervention plans and build capacity within services.   |                                  |

Additional Specific Experience:

Acted as Manager of the STAR team and delivered training in:

- Systemic DBT training
- Brain injury training
- Motivational interviewing training
- Problematic sexualised behaviour training for Adults and Children

**Senior Clinical Consultant**

*Integrated Services Programme, NSW Government, Australia*

**January 2009 – June 2012**

Supported the needs of individuals with mental illness, brain injury, intellectual disability, substance abuse and criminogenic risk by assessing, designing, delivering support needs & plans and evaluating psychological interventions.

Provided support to clients and families and built capacity with services and agencies to better manage clients by leading inter-agency service planning.

Provided clinical consultation, training and development to ADHC clinicians, management and support staff and external agencies on behavioural intervention, policy and systemic processes.

Additional Specific Experience:

Acted as Manager of the Clinical and Case Management team including providing supervision for Case Managers.

**Achievements:**

- Psychology & Information Technology Bachelor of Science Combined Honours Degree 2:1
- Elected Treasurer & Director of BABICM June 2016
- Represent BABICM on Rehabilitation Code Clinical Best Practice working group
- Became council member and Chair of BABICM Information & Development group May 2014

**Professional Memberships**

- Member of British Association of Brain Injury Case Managers (BABICM)

**Most Recent Training**

- August 2017 ILM Level 5 Award in Leadership & Management
- June 2017 DOLS/MCA briefing session
- June 2017 GDPR seminar
- March 2017 Discount Rate Seminar