

Job Title: Consultant Case Manager – Community

Responsible to: Operations Manager

Salary: Competitive subject to experience

Location: West Midlands.
Remote working and required to travel to various places. Travel to Head Office on occasion.

Closing date: 1st October 2019 by 5pm

Job Purpose

To lead and manage a regional team of Case Managers and Assistant Case Managers to ensure quality of service, staff development and cost efficiency.

To be part of the senior management team in the development of the company strategy and roll out/embed objectives within the region.

To support the marketing and promotion of AKA as a gold standard case management company.

To work a client case load within the region in line with Clinical Case Manager Job description.

Organisation Chart



Duties

Consultant Case Manager will carry out clinical duties in line with the Case Manager job description with the additional duties as detailed below:

Client Care

- To take a lead in case managing more complex cases and to co-manage complex cases with other Case Managers when appropriate.

Communications, Working Relationships

- Maintain and develop good working relationships and communication between regions, administration team, senior management team and managing director.
- Establish and maintain a robust process to share and disseminate information between regional teams and the senior management team.
- To lead and facilitate actions from SMT and feedback progress made.
- To maintain regular communication/development through monthly meetings with Operations manager.

Documentation

- To provide quality assurance of Clinical Case Managers records through auditing and proof-reading client reports.
- Lead/coordinate the updating of documentation paperwork and ensure consistency of its use throughout the CM team.

Staff development

- To undertake the regular formal supervision of the Clinical Case Manager and where appropriate the Assistant Case Manager to ensure that the package of care provided is appropriately implemented within AKA's high standards and its policies and procedures.
- To be a point of contact for CM/ACM in order to discuss and provide support for complex issues arising e.g., HR, litigation, client management.
- Carry out annual Appraisals for Case Managers within the region and ensure Assistant Case Managers, Team Leaders and Support Workers are receiving their annual appraisals from the appropriate manager.
- To support staff in their personal and professional development in order to maximise their potential and identify a career path within AKA where appropriate.
- Ensure the implementation of an ongoing training and development programme for staff.

Resources and Business Management

- Identify, initiate and lead on developments to support the strategic objectives of AKA
- Attend and contribute to senior management meetings
- Have an awareness of/consult with SMT on the financial condition of the business and its implications on the regional teams.
- Implement strategies to enhance the financial security of the business within the regional teams.
- Effectively manage resources within the region i.e. staffing, equipment, in most cost-effective way/manner.
- Establish a system for reporting and managing cost containment for the region.

Leading the region

- Organise and chair regular regional Case Manager meetings to ensure good working practise and information sharing.
- Inputting into the 6 monthly regional Support Worker meetings.

Marketing

- Seek out opportunities to enhance the profile of AKA within the wider Case Management Community
- Ensuring the regional teams are providing an AKA presence at appropriate networking events and developing good working relationships with stakeholders.
- Ensuring regional teams are promoting AKA's philosophy and working within the ethos of the organisation.
- Ensure competitive advantage through AKA's position in the market.

Person Specification

Qualifications

- Professional qualification (OT, SLT, Nurse, Physiotherapist)
- Management qualification (preferred not essential)

Experience

- 5 years' post-qualification experience.
- 5 years' experience of dealing with brain injured or neurological clients.
- Experience working as a Clinical Case Manager.
- Experience of managing health professional teams.

Skills

- Communicate business strategy at appropriate level to all staff within the company.
- Team management and Leadership skills.
- Ensuring quality and consistency of documentation throughout the company.
- Ability to write expert reports.
- Ability to form professional working relationships with stakeholders, staff and clients.
- To have the clinical knowledge and skills in order to support colleagues in decision making.
- Ability to understand the financial aspects of the business.

Special Requirements

- Car driver essential

How to apply for the role

Contact Head Office for an application form. Then send CV, with application form and covering letter to Grace Petchey grace@akacase.com to arrive no later than 5pm on 1st October 2019.