



## Job Description & Person Specification



Established in 2002 by Louise Chance, A Chance for Life Ltd. has developed a renowned reputation as a reliable, cost effective and innovative service provider, operating throughout the North of England and Scotland.

We have expertise in working with clients with acquired brain injury, spinal cord injury, amputations and other complex injuries.

**We are specialists in Rehabilitation Support Work, Case Management, Physiotherapy, Occupational Therapy and Medico-Legal Reports.**

Often, our clients have a variety of needs requiring a variety of services, and we create individualised plans that address their social, physical, mental, vocational wellbeing, and more.

We are a friendly, independent company that feels more like a community.

We're dedicated to what we do, and committed to the families who rely on us for care of their loved ones.

Complex care with heart,  
humanity and imagination

A Chance  
for life



## We are thrilled you are thinking of joining us!

### About us

At A Chance for Life Ltd., we're driven to help adults and children recover skills lost through complex, life-changing conditions, so they can live meaningful, rewarding lives.

### Values

**Client-centred:** We put the client at the heart of everything we do.

**Humanity:** We are friendly, approachable, open and honest.

**Integrity:** We do the job right and treat everybody with respect

**Heart:** We work with compassion and care, upholding the dignity of our clients at all times.

**Whatever it takes:** We find practical, imaginative solutions that deliver value for money and exceptional care.

**Pride:** We deliver a service we believe in.





## Job Description

<b>Job Title:</b>	<b>Case Manager (hybrid Case Manager / OT roles also available)</b>
<b>Professionally Responsible to:</b>	<b>Head of Case Management &amp; Expert Witness</b>
<b>Ultimately Accountable to:</b>	<b>Director, A Chance for Life Ltd</b>
<b>Base:</b>	<b>Home based</b>
<b>Hours:</b>	<b>Full time / Part time</b>
<b>Salary:</b>	<b>Competitive salary, dependent on experience (plus car allowance)</b>

### Main purpose of the Job:

- To provide efficient and high-quality specialised case management services, using a client centred and goal orientated approach, for adults and/or children with acquired brain injury/complex needs, in line with BABICM, CMSUK and relevant professional standards, best practice guidelines and company policy.
- To provide leadership and be responsible for the recruitment and management of Support Workers on a client need basis.
- To identify and undertake continual professional development, clinical audit, research activities and training within specialist area.
- To identify and progress opportunities for service development.
- To use professional clinical specialism to deliver rehabilitation to clients within professional scope of practice.



## Main Tasks & Overview of Responsibilities

- To undertake a detailed assessment of a client's rehabilitation, support and case management needs.
- To formulate a case management plan and develop goals with the client and the rehabilitation professionals, and monitor the agreed goals on a regular basis.
- To undertake risk assessment and develop appropriate risk management plans.
- To monitor actual costs against proposed costs to ensure work is within budget.
- To be skilled in establishing therapeutic relationships with the client, their significant others & others involved, including the client's legal team.
- To maintain regular contact with the client and others involved by telephone and personal visits.
- To manage a dedicated case load of case management clients, using a person-centred approach, within the resources available to the client.
- To assemble and coordinate multi-disciplinary teams and individualised rehabilitation programmes and ensure a consistent team approach.
- To communicate effectively both verbally and in writing to ensure the co-ordination of information within the company and with external agencies.
- To maintain accurate and comprehensive written records including professional clinical reports of all case management activity and intervention made with or on behalf of the client, including documentation relevant to the employment of support workers.
- To source and provide information on appropriate equipment, housing, benefits, transport, holidays etc. and where necessary arrange for their provision.
- to be available to be "on call" on a regular rota basis at times to be determined.
- To manage your own time effectively and efficiently.
- In cases of unplanned absence, to cancel appointments, reallocate workload and reorganise the appointments diary.



## Support Worker Management

- Within your case management role, to arrange the provision of suitable support on a client need basis, including recruitment of support workers and/or liaison with the ACFL support team, external agencies and social services.
- To manage and supervise support workers including identifying training needs and providing regular supervision and annual appraisal.
- To communicate regularly with the Support Workers.
- To formulate and implement a support plan, to meet identified needs within available resources.
- Advise support workers on practical management techniques and implement training programmes as appropriate.
- To liaise with line manager and Care Coordinator on issues regarding staff performance including grievance and contribute as required to supervision and appraisals in line with company policy.

## Clinical Development and Innovation

- To assist in the development of evidence based clinical protocols and pathways of care within the company.
- To contribute to development of evidence based educational resources.
- To network and share good practice/new initiatives/developments.
- To demonstrate a positive commitment to the company.
- To participate in gathering and analysing data for other research projects, clinical audits, quality assurance standards in line with the company business plan.
- To develop and implement policies and standards with support from line manager and to educate other team members in their implementation.

## (Optional) Occupational Therapy Role

At A Chance for Life Ltd, we offer case managers with a background in occupational therapy the opportunity to continue practising in this field if they wish, with several of our team holding a mixed caseload of case management and occupational therapy clients.

We have an established team of occupational therapists with a wide range of skills and expertise, and a robust system of peer support and clinical supervision.



## Administrative Responsibilities

- To provide and submit, using company software, accurate and timely activity breakdown and timesheets to enable timely billing.
- To keep a record of mileage and expenses and provide appropriate receipts.
- To keep an up to date calendar of your whereabouts on a daily basis and ensure that information is available at all times should the need arise in your absence.
- To adhere to the company policies and processes on a daily basis for all aspects of your working day.

## Health and Safety at Work

The Company has a statutory responsibility to provide and maintain a healthy and safe environment for our staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardise the health and safety of either yourself or anyone else, and to undertake mandatory health and safety training. You will follow Company Health and Safety Policies, and risk assessments appropriate to your role.

## Safeguarding

The Company is committed to safeguarding and promoting the welfare of all our clients, and we expect all staff to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level appropriate to this role.

## Code of Conduct

Professional staff who have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Company values and policies at all times.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time.



## Person Specification

Attribute, skill or knowledge	Essential	Desirable	Assessed by
Registration	HCPC	<p>Registered member of relevant professional body (e.g. BAOT)</p> <p>Member of relevant Neurological special interest groups</p>	CV & evidence of memberships
Education and Qualifications	<p>Recognised BSc Honours degree or equivalent in relevant clinical discipline, e.g. Occupational Therapy, Nursing, Social Work</p> <p>Full UK driving licence/use of a car.</p>	Completion of validated / professionally recognised neurological postgraduate specialist courses and ongoing relevant training.	CV, certificates & evidence of awards
Knowledge and experience	<p>A minimum of 2 years post registration with knowledge of assessment and treatment of neurological and complex conditions.</p> <p>Working knowledge of relevant legislation &amp; current issues affecting rehabilitation of vulnerable children and adults.</p> <p>Evidence of recent relevant Continual Professional Development</p> <p>Experience of and commitment to interdisciplinary and multi-disciplinary team working.</p>	<p>1 year working at a specialist level in neurology or complex conditions</p> <p>Recent experience of working with other complex conditions eg spinal cord injury, major trauma rehabilitation or amputee rehabilitation</p> <p>Experience/interest in Paediatrics</p> <p>Knowledge and experience of standardised neurological tests</p> <p>Knowledge and experience of specialist equipment &amp; adaptations.</p>	CV, references, certificates and interview



## Person Specification

Attribute, skill or knowledge	Essential	Desirable	Assessed by
<p>Knowledge and experience (cont'd.)</p>	<p>Evidence of contribution to clinical education and training of less experienced staff/students and support workers</p> <p>Understanding of clinical governance and its implications for services including experience of quality issues, audit and evidence based practice.</p> <p>Experience of working with statutory, private and third sector organisations.</p> <p>Awareness of the cost of resources and interventions and the concept of a fee earning role.</p> <p>Evidence of recent participation in mandatory training i.e. manual handling and first aid</p>	<p>Evidence of further training eg Introductory Bobath Course, Case Manager Introductory training</p> <p>Experience of managing staff including carrying out staff supervision, student supervision, rostering and recruitment</p> <p>Evidence of participation in clinical governance and/ or audit</p> <p>Experience of working within a commercial model of rehabilitation</p> <p>Basic experience of managing budgets and cash flow.</p> <p>Knowledge of the litigation process.</p> <p>Previous employment as a support worker or carer</p>	
<p>Clinical Skills / Abilities</p>	<p>Excellent interpersonal skills and communication skills</p> <p>Excellent time management</p> <p>Good organisational / planning / prioritisation skills</p> <p>Able to motivate and negotiate to encourage reluctant and challenging clients</p>	<p>Able to work across different environments</p> <p>Able to participate in evening and weekend hours, within contracted hours, as client group may require.</p>	<p>By application, case study, interview questioning and references</p>





## Person Specification

Attribute, skill or knowledge	Essential	Desirable	Assessed by
<p>Clinical Skills / Abilities (cont'd.)</p>	<p>Able to work flexibly as part of a team</p> <p>Able to respect clients informed choice</p> <p>Able to assess risk and work in an environment where self-determination can involve risk</p> <p>Safe and effective handling of unpleasant environments</p> <p>Able to handle sensitive situations</p> <p>Empathetic and able to deliver unpleasant news</p> <p>Well-developed concentration, analytical problem solving and clinical reasoning skills.</p> <p>Able to work autonomously with individuals or in a group setting but with the ability to seek guidance appropriately as required</p> <p>Able to reflect and critically appraise own practise.</p> <p>Effective written communication skills e.g. clinical records, professional written reports.</p> <p>Able to deliver presentations to small and large audiences</p> <p>Competency in IT, including Microsoft Office package, virtual meeting platforms and cloud-based data management systems.</p> <p>Broadband access at home sufficient to enable working from home</p> <p>Able to be “on-call” at prearranged times</p>		

To discuss this role with us, please call **01768 891709**  
or email [admin@achanceforlife.co.uk](mailto:admin@achanceforlife.co.uk), quoting reference LC418

To apply, please complete our online application form  
at [www.achanceforlife.co.uk/careers-a-chance-for-life](http://www.achanceforlife.co.uk/careers-a-chance-for-life)