



JENNA WHEEL
ABI
Assistant Case Manager

Jenna has extensive experience of working with clients with traumatic brain injuries.

In 2008, she began her career as a Support Worker and after showing her aptitude and ability, progressed quickly to Team Leader for two adults, both with complex, but very different, difficulties requiring 24/7 care.

These challenging roles have provided Jenna with valuable experience in many areas, including:

As an Assistant Case Manager, Jenna works alongside a Case Manager to help them set up new care teams. Her knowledge and experience of this area has proved complementary to the skills of the Case Managers whilst being a cost-effective way of providing a high quality service.

Jenna has excellent communication and listening skills, along with an appreciation of the impact of the injury on the client and their family. These have enabled her to build and maintain positive relationships with the client, their family, the care teams and other professionals, providing valuable emotional support to the client and their family.

She is proactive and creative; enjoying in particular, programme planning, staff training and problem solving.

Wherever possible, she involves the client and their family in planning rehabilitation and individual objectives, placing great emphasis on client choice. She ensures that the programme is realistic, yet also positive and enriching.

Jenna demands high standards of her team and achieves this by being an effective leader and demonstrating excellence.

Key Skills

- Knowledge of the effects of ABI on individual and their family
- Communication
- Client support and advocacy
- Staff recruitment, training and management
- Risk assessments, Manual Handling and Service planning
- Rehabilitation programme planning, implementation and monitoring

Qualifications

- Level 3 in Education and Training (formerly known as PTTLs)
- Currently working towards Level 4 'Working with Vulnerable Adults' University of South Wales