



EMILY HILLIER

ASSISTANT CASE MANAGER

Emily is a highly experienced, caring, professional who has worked with vulnerable children and their families since 2000 in a variety of roles.

Her last role at Barnardos, prior to becoming a full-time ACM, involved the management of 3 busy teams delivering generic and specialist family support on a 1:1 basis and in group settings. Previous roles have included the provision of support for parents of children with autism; sharing her knowledge, suggesting strategies and the creation of bespoke resources if none are readily available.

Emily has also worked directly with children with complex disabilities in the community and in a specialist residential setting.

She is an energetic, focused Assistant Case Manager who successfully develops and maintains positive working relationships with the client, their families, support teams and other professionals involved.

She is a highly organised individual with an eye for detail bringing with her valuable experience of recruitment, training, supervision and management of volunteers, foster carers and staff.

Of particular interest to Emily is the development and delivery of training and education. She believes passionately that developing an understanding of their condition can bring real benefits to the children and young people in her care and enables families and the individual themselves to cope better and realise their potential, along with bringing them the confidence to challenge decisions.

Emily has many years' experience undertaking assessments and meeting the needs of children and young people with complex disabilities, which involves; communicating with Local Authority Children's Services, paediatrician's, health practitioners and other agencies. She has in-depth knowledge and experience of writing Risk Assessments, Care Plans, Behaviour Management Plans and protocols such as epilepsy and medication. Using Results Based Accountability (RBA), Emily sets achievable, measurable goals which are outcome focused.

Emily has years of experience of delivering services with limited resources, able to respond quickly, creatively and flexibly when issues arise.

A first-class written and verbal communicator who adapts her style to suit the individual or organisation and the situation.

Emily lives near Cardiff and in her spare time has her own allotment.

KEY SKILLS

- Written and verbal communication
- Recruitment and management of people
- Development and delivery of training
- Family support and education
- Person-centred care planning and risk assessment
- Multi-disciplinary team and cross sector working
- Children and young people support in both community and school setting
- Results Based Accountability
- CHC and Local Authority funding

QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS

- ILM Level 5
- NVQ Level 5 in Health and Social Care Management (Adults and Children and Young People)
- PAMS Assessor Trainer (a system used by social services to work with and assess parents and families when there are child protection concerns)
- The Child Exploitation and Online Protection Command (CEOP) Ambassador Training
- Social Care Wales – Registered Manager