



GEMMA HUGHES

PAEDIATRIC CASE MANAGER

Qualifying as a Social Worker more than 20 years ago, Gemma has worked with children, young people and their families across a range of settings including Youth Justice, Integrated Family Support Services and direct work with families. She has extensive experience working with children and families following trauma, with complex emotional and behavioural needs, ADHD and ASD. As a Social Worker and Case Manager, Gemma is great at establishing trust, so children feel heard and involved in the decisions about them. She maintains this rapport even in the most challenging of circumstances.

Gemma is a positive professional who adopts a strengths- based approach and uses her motivational interviewing techniques effectively with clients. She's able to challenge professionals' perceptions of her clients, negotiating and demonstrating positive risk management to open up opportunities for them. Gemma's experience includes explaining complex processes to children, young people, and families which is crucial when supporting families during litigation and when a Financial Deputy is in place.

Gemma is a friendly, calm, and confident Case Manager who is adept at navigating the delicate balance between empathy and professionalism, always working hard to enable the children and their families, whilst maintaining clear boundaries.

Throughout her career, she has enjoyed working as part of a multi-disciplinary team liaising with services across the independent, statutory, and voluntary sectors. She is a skilled assessor who assembles teams of professionals around each child to address their specific needs. Able to work under pressure, Gemma writes detailed, analytical and succinct reports and prides herself on being organised and keeping accurate, concise and up to date records.

Outside work, Gemma is a Parent Governor and Safeguarding Officer at her local cricket club. She plays for the women's softball team and coaches several of the junior teams.

KEY SKILLS

- Understanding the needs of children and young people with a range of difficulties: Learning difficulties, ADHD, Autism, Mental Health
- Assessments and report writing
- Building trust and maintaining relationships with clients and families
- Pro-activity and creativity
- Taking a person-centred approach
- Ability to reduce confrontation and deal with conflict constructively
- Motivational Interviewing techniques
- Staff management including recruitment, coaching, training and Supervision
- Safeguarding and positive risk taking
- Service planning and delivery

QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS

- MA in Social Work 2006
- Diploma in Social Work 2005
- LLB Joint Honours Law and French (Uni of Swansea) 2:1 2003
- Introduction to Advocacy (Level 3)
- Enabling Practice Module (Uni of Wales, Cardiff)
- Integrated Family Support Training (Level 2)
- Certificate: Effective Youth Justice
- Member of BABICM
- Registration with Social Care Wales