



EMILY HILLIER

ASSISTANT CASE MANAGER

Emily is a highly experienced professional who through her work at Barnardo's has supported vulnerable children for over 25 years. She joined CMC in 2018 when she began also working with adults. Her clients have ranged from 6 to 80 years old, with varied complex conditions that have included Traumatic Brain Injury, Cerebral Palsy, orthopaedic injuries, learning disabilities and those with significant health needs.

Pre-CMC, Emily supported parents of children with autism by sharing expertise, offering strategies, and creating tailored resources as needed. She also worked directly with children with complex disabilities in community and specialist residential settings.

As an independent Assistant Case Manager, Emily is responsive, creative and flexible in her approach, 'getting things done'. She helps clients achieve greater independence and improved quality of life and builds lasting relationships.

Emily works in a person-centred way, ensuring clients are given choices and the opportunity to be involved in all plans and decisions. She provides valuable emotional and practical support for which she consistently receives positive feedback.

Emily is an experienced needs assessor and is used to working across sectors in a trans-disciplinary way. She understands and works collaboratively with legal teams, including Court of Protection Deputies, and has dealt with CHC and Local Authority funding applications on numerous occasions.

Emily spent several years at CMC as Registered Manager, giving her an in-depth knowledge and experience of managing large directly employed care packages in line with the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

Along with managing her own portfolio of clients, other Case Managers have utilised Emily's first-class organisational skills to deliver one-off pieces of work for their clients, such as property searches, client relocation, holiday planning and the initial setting up of a care team.

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KEY SKILLS

- Extensive experience across all age groups
- Collaborative working with professionals and family
- Strong relationship building and client/family involvement
- Leadership and regulatory knowledge
- Versatile, proactive and organised
- Recruitment and management of directly employed care teams
- CHC and Local Authority funding

QUALIFICATIONS, REGISTRATIONS AND MEMBERSHIPS

- IRCM Registered
- 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
- IRCM Registered