



## HELEN MARTIN

ASSISTANT CASE MANAGER / REHABILITATION COACH

Helen has worked in brain injury case management since 2007 as a Support Worker/Rehabilitation Coach and Team Leader and has the requisite skills to work as an Assistant Case Manager or Rehabilitation Coach.

Helen has worked directly with several clients who have sustained a Traumatic Brain Injury, including those who require significant care and support due to their complex cognitive and physical disabilities, as well as higher functioning clients who have benefitted from regular social and therapeutic support that maximises their independence and recovery.

Adding to these hands on experiences, Helen worked for a case management company as an administrator for 8 years. Here, she developed additional skills; people management and HR, care assessment, management and planning, along with knowledge of neuro rehabilitation and the role of an independent case management.

Helen has personal experience of the impact of ABI on individuals and their families, as her mother sustained an injury some 20 years ago. She now manages the directly employed team that care for her mother and is able to empathise with the practical and emotional demands on families.

Helen is a warm, friendly professional who quickly builds trusting relationships with clients and is adept at implementing strategies to motivate clients to engage in their rehabilitation. She has excellent communication skills and confidently contributes to the MDT. Her records and observations are accurate, insightful, and informative.

Helen's understanding of the effects of brain injury and her emotional intelligence is evidenced by her ability to read clients; for example, knowing when they are fatigued or are anxious about the planned activity and in need of reassurance.

Helen is an enthusiastic person, very happy working independently, or as part of a team. She is full of initiative and demonstrates creative thinking daily.

Helen has been privileged to attend Paralympic training and competitions with a client and was also involved in the training of a client's Guide Dog.

Helen lives near Port Talbot so is well placed to work with clients across south Wales.

## **KEY SKILLS**

- Knowledge and experience of ABI
- Implementation of rehab programmes and strategies
- Ability to build relationships with clients and families
- Leading a team/people management
- Excellent communication skills
- Works well as part of a team and independently
- Creative thinker

## **QUALIFICATIONS, REGISTRATIONS AND MEMBERSHIPS**

- Registered with Social Care Wales
- NVQ Level 2 in Health & Social Care (Adults)
- Social Care Induction Framework