



## JENNA WHEEL

### ASSISTANT CASE MANAGER

Jenna has extensive experience of working with adults with complex needs including TBI, Mental Health diagnoses and Cerebral Palsy. She has worked in the case management sector since 2008 and is an experienced Assistant Case Manager with a portfolio of clients, many with large care teams and significant health needs.

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 and practical support to the client and their family.

Jenna is a first-class people manager who engenders the respect and loyalty of her teams whilst running a tight ship and keeping the needs of the client at the centre of every decision.

She is proactive and creative, enjoying programme planning, staff training and problem solving. She works in consultation with the client and their family when planning rehabilitation and individual objectives, placing great emphasis on client choice and maximising independence. She ensures that the programme is realistic, yet also positive and enriching.

Jenna is highly organised and enjoys the variety that her portfolio of clients offers. She prioritises effectively and ably balances the requirements of CIW and the Court of Protection Deputy with the wishes of the client and their family.

### KEY SKILLS

- Knowledge of the effects of life changing injury on the 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, REGISTRATIONS AND MEMBERSHIPS

- Diploma Level 5 - Public Health
- Diploma Level 5 - in Leadership for Health and Social care services (adults management)
- Diploma Level 4 - Working with Vulnerable Adults
- Level 3 in Education and Training (formerly known as PTTLs)
- Registered with Social Care Wales
- BABICM membership