



JOANNE LINDSEY

CASE MANAGER/ASSISTANT CASE MANAGER

Since 2018, Joanne has worked in independent case management, supporting adults and children with cognitive, physical, psychological and behavioural impairments following acquired brain injury or cerebral palsy.

She is a positive, highly organised and proactive professional with broad expertise. Joanne builds strong therapeutic relationships with clients and their families, providing support and guidance as needed. She works flexibly and responds effectively to crises and challenging behaviours, including when supporting people with substance misuse issues. Joanne has provided impartial support to families during complex family circumstances which have included child protection and domestic issues.

Joanne enjoys working collaboratively with multidisciplinary teams, coordinating regular meetings to review joint client goals. She continually monitors and adjusts rehabilitation plans while remaining mindful of budget constraints. Advocating strongly for her clients with local authorities and other service providers, Joanne helps access funding and services clients are entitled to receive.

Joanne has significant experience recruiting and managing directly employed care teams. She develops and maintains bespoke care plans, taking a positive approach to risk assessment whilst safeguarding clients and complying with HR, CIW and other relevant regulations. Joanne also works closely with care agencies to ensure they provide high quality, person-centred services that meet client's needs.

Additionally, Joanne's work has involved property searches, coordinating building works and adaptations, arranging house moves, and sourcing and maintaining specialist equipment and vehicles, including wheelchair-accessible vehicles through the Motability Scheme.

She has also supported clients with welfare benefits and administration, working with occupational therapists to develop skills and establish systems that promote greater long-term independence.

Joanne has experience and understanding of litigation and working with a Court of Protection Financial Deputy which allows her to support clients with complex proceedings that can often feel overwhelming.

Joanne previously spent six years as a specialist Learning Support Assistant, supporting children with a range of learning and physical disabilities and challenging behaviours. This experience enables her to liaise effectively with schools and other educational settings. Joanne has a calm manner and excellent written and verbal communication skills. She produces timely, clear and concise reports, alongside informative and professional case management notes.

KEY SKILLS

- Working with children, young people and adults following a traumatic injury
- Development and ongoing management of bespoke care packages
- Identifying additional services and social opportunities
- MDT working
- Liaison with schools and local authorities
- Building a rapport with the client and the family
- Accommodation, adaptations and specialist equipment

QUALIFICATIONS, REGISTRATIONS AND MEMBERSHIPS

- Bachelor of Arts (Hons) 2016, interdisciplinary open degree specialising in children's welfare and literature
- Foundation Degree 2012 University of South Wales, Education, learning and development
- Oxbridge Home, Level 3 Diploma, 2021 Cognitive Behavioural Therapy
- Member of the British Association of Brain Injury Case Managers (BABICM)