

## Curriculum Vitae

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William Challis  
Case Manager / Director

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Based in West Midlands but able to work in any reasonable location.

## Skills and Experience Summary

Challis has been working in the field of acquired brain injury since 1994 and in Case Management since 1997. Over that time he has been responsible for case managing some extremely complex situations. He has experience in developing teams of Case Managers and Case Management systems working across both the private and public sector, as well as individual practice as a Case Manager for a broad range of clients, particularly those with cognitive and behavioural needs. He has also had responsibility for establishing and managing supported housing projects as well as outreach teams supporting clients in the community. Challis is skilled at recruitment and training of support teams and supervision of staff at all levels. He is also a founder member of BrainNav, The National Brain Injury Services Directory. His recent experience includes overseeing the development of a small team of Client Support Managers working to assist clients across the country at the early stages of a personal injury claim as well as the successful establishment of a small but well respected independent case management company.

## Professional Achievements

### **Case Management for clients with cognitive and behavioural needs after an acquired brain injury**

- Successful Case Management of broad range of clients, including extensive experience of discharge from acute rehabilitation to independent living in the community.
- Successful experience of assisting clients detained under the Mental Health act to return to the community, including Community Treatment Orders and DOL safeguards.
- Extensive experience working with the Mental Capacity Act and Best Interest Decision Making
- Supervision and provision of Case Management, including building positive relationships with clients and their families as well as the development of effective relationships with clinicians and solicitors.

- Extensive experience of working with Statutory services, including jointly commissioned packages, developing effective relationships with social workers and health care professionals.
- Led on development and delivery of Case Management to statutory as well as private clients in East Anglia, West Midlands and other regions of UK, initially for a Charitable Organisation and latterly as Managing Director of a Limited Company.

### **Development of Innovative Services for People with Disability**

- Led on Tender and Development of Outreach Teams delivering effective Community Rehabilitation (in partnership with Inter-Disciplinary Rehabilitation Teams in Suffolk and Shropshire)
- Business Planning, Strategic and Budgetary Responsibility for all Optua UK Operations (Budget £2 - £2.5m)
- Line Management for Optua UK Senior Management Teams (Suffolk and Shropshire) across 120+ employees
- Organisational Lead on Successful Tenders for Supported Housing Contracts / Partnership working with Commissioners in development of Comprehensive Supported Housing Options for people with ABI across Suffolk
- Organisational Lead on Personalisation and Self Directed Support
- Registered Manager Optua UK East Anglia (CQC \*\*\* Excellent Rating)
- Responsible Individual Optua UK West Midlands (CQC \*\*\* Excellent Rating)

### **Development of Client Support Service for Clients at the early stage of litigation**

- Leading team to successfully intervene in 350+ cases to support clients following personal injury
- Accurate assessment of needs and implementation of effective recommendations for maximising rehabilitation outcomes
- Liaison with clients, families, NHS and Local Authority and Charitable services to support clients pre-liability decision and without third party funding
- Supporting clients to identify and access appropriate rehabilitation services
- Supporting clients to identify and successfully apply for welfare benefits including 100% success rate at appeal tribunals

### **Development and Delivery of Specialist Training Programmes for Managers and Support Workers**

- Acquired Brain Injury Seminar / Interventions after ABI
- Case Management Training
- Core Competences for Support Workers

### **National Involvement in Improving Services for People with ABI**

- Development of BrainNav, the National Brain Injury Services Directory
- Project Manager, BrainNav.info responsible for liaison with ABI Forums across England and Wales, Service Mapping, Website development and Business Planning
- Experience as Eastern Region ABI Forum Steering Group/West Midlands ABI Forum Steering Group / UKABIF Member

## **Career History**

Case Manager / Director	SeaChange ABI	2013 - present
Client Support Manager	Minster Law	2013 - 2017
Head of Services / Case Manager	Optua UK	2005-2013
Divisional Manager / Case Manager	Optua	2003-2005
Case Manager	Rethink Disability	1997-2003

## Qualifications and Training

BA (Hons) 2:1 1988; Diploma Health and Social Welfare 1994; Diploma Management of a Care Service (NVQ Level 4) 1997; Open University – Biology: Brain and Behaviour (SD206); City and Guilds – Competencies in Training and Development (D32/D33); Unisafe (Level 1 & 2); Crisis Prevention Institute - Certified Instructor; Brain Tree: Cognitive Rehabilitation; Brain Tree: Awareness and Acceptance after Brain Injury; Brain Tree: Behavioural Problems After Brain Injury; Mind: Introduction to Cognitive Behaviour Therapy; SCC: Mental Capacity Act – Train the Trainer; Discipline and Grievance; Recruitment; Gross Misconduct; Leadership For Client Focus; Managing Performance; Performance Appraisal ; Risk Assessment / ABI; Child Protection; Disability Awareness; Disability Discrimination

## Personal Interests

Sailing and Kayaking; Brewing and appreciating good beer; Director, Writer; Running (near water), Walking (up hills) and Parenting.



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