

Curriculum Vitae



Steve High
Case Manager / Director

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

Skills and Experience Summary

Steve has been working in the field of acquired brain injury since 2007 and in Case Management since 2009. Before this he was a Manager with 20 years' experience as an owner / manager of businesses in the hospitality trade, running successful public houses, restaurants and small hotels between 1986 and 2006. In his case management career he has had responsibility for the day to day running of client's cases which included writing care plans, compiling risk assessments and coordinating case management partnerships. He was also responsible for the line management of a team of 20 acquired brain injury specific support workers as well as being a Care Quality Commission Registered Manager. He has worked with both state funded clients as well as with Solicitors in the private sector as Case Manager to their clients who had sustained acquired brain injuries. His recent experience has seen him assisting in the development of the role of Client Support Manager, 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 following an acquired brain injury

- Responsible for development of good working relationships statutory as well as private clients in East / West Midlands
- Expertise in developing rapport with clients with limited insight / reluctance to engage with case management
- Successful Case Management of broad range of clients, including extensive experience of supporting independent living in the community.
- Extensive experience working with the Mental Capacity Act and Best Interest Decision Making as well as DOL safeguards

- 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.

Registered Manager Optua UK West Midlands

- Maintaining standards to CQC *** Excellent Rating
- Day to day management of a domiciliary support charity office with responsibilities for CQC compliance,

Client Support Service for Clients at the early stage of litigation

- Member of small team successfully intervening 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

Recruitment and Management of Support Workers

- Developing positive and effective teams delivering consistent support to clients with an acquired brain injury

Successful career in the hospitality trade

- Developing a range of businesses and overseeing the management of people and resources to achieve high quality results
- Interpersonal leadership, team management, remote management of several locations.

Career History

Case Manager / Director	SeaChange ABI	2013 - present
Client Liaison Manager	Minster Law	2013 – 2017
Case Management Coordinator	Optua UK	2009-2013
Support Worker	Optua UK	2007-2009
Owner / Manager	Self Employed Hospitality Businesses	1986-2006

Qualifications and Training

Diploma Management of a Care Service (NVQ Level 4) 1997; NVQ Level 2 Health and Social Care; brain Injury Case Management; Brain Tree: Cognitive Rehabilitation; Brain Tree: Awareness and Acceptance after Brain Injury; Brain Tree: Behavioural Problems After Brain Injury; Mental Capacity Act; Adult Safeguarding; Discipline and Grievance; Recruitment; Gross Misconduct; Managing Performance; Risk Assessment; Moving and Handling; Recording Skills; First Aid; Administration of Medication.

Personal Interests

Walking, Geocaching, Family and Children, Computers and IT, Golf, Literature and Science.



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