

## Curriculum Vitae

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### Skills and Experience Summary

Samantha Challis  
Case Manager / Director

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Based in West Midlands

Samantha has worked in the care sector since 1994, in the field of acquired brain injury since 2006 and in Case Management since 2007. In her case management career she has had responsibility for the day to day running of client's cases which included leading support teams, writing care plans, compiling risk assessments and coordinating case management partnerships. She is particularly skilled in developing strong and trusting relationships with clients and their families. She is well versed in both the statutory as well as practical demands of providing domiciliary support and an excellent working knowledge of the legal and quality assurance requirements expected by the Care Quality Commission being an experienced Registered Manager. She has worked with both state funded clients as well as with Solicitors in the private sector as a Case Manager in both litigated and post settlement cases. She has also worked with clients with mental health problems and learning disabilities and has worked with and has a special interest in working with older clients and adults with Dementia and alcohol related brain injury.

### 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
- Case management, including liaising with clients, families, clinicians, solicitors, social workers and health care funders

## Registered Manager Optua UK West Midlands

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

## Recruitment and Management of Support Workers

- Recruiting and developing positive and effective teams delivering consistent support to clients with an acquired brain injury, mental health problems, dementia and learning disabilities.

## Career History

Case Manager / Director	SeaChange ABI	2014 - present
Case Manager	Optua UK	2007-2014
Support Worker	Optua UK	2006-2007
Senior Support Worker	TRACS	2005-2006
Health Care Assistant	NHS	1998- 2005
Support Worker	Shropshire County Council	1994-1998

## Qualifications and Training

Level 4 NVQ In Leadership and Management for care services 2011; NVQ Level 2 Health and Social Care; 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 / Train the Trainer in management of medicines.

## Personal Interests

Samantha's interests are her family, her garden and her Labrador as well as caring for her Mother who has vascular dementia. When she has spare moments she spends them in the pub with friends, collecting antique teddy bears and making the most of her National Trust and English Heritage Memberships.