

CV Dawn Ellis-Heap. Case Manager.

Professional Qualifications

First Class BSc (Hons) Occupational Therapy – University of Bradford

Membership of Professional Bodies

British Association of Brain Injury Case Managers - BABICM (Advanced Member)

Case Management Society UK - CMSUK

Health Professions Council Registration (HPC)

British Association of Occupational Therapy

The British Association of Brain Injury and Complex Case Management (BABICM)

Case Management

I have become established as a very experienced Case Manager and have gained Advanced Membership of BABICM. I am actively work in both pre-litigation and settled cases supporting children and adults who have a variety of complex needs including Cerebral Palsy and Acquired Brain Injury. It is important to me to really get to know my clients and their families well on a real human level. So I can have an effective working relationship that they enjoy, and allows me to understand properly what will work for them to meet their unique needs and help to get make a positive effect on their quality of life.

In 2010 I joined Northern Case Management in Leeds where I gained extensive experience of working with people who have a range of disabilities and needs in a wide variety of different settings. In 2021 I reunited with colleagues now at Resurgence Case Management where as a small independent team we can offer high quality client focused Case Management.

Previous Experience

Before working as a Case Manager, I gained a wide range of clinical experience in neurological practice, mental health, eating disorder services and physical health teams.

As a Case Manager and an Occupational Therapist I have been involved in working closely with clients and their families to deal with a range of complex issues. I am experienced in assessing clients' needs and preparing goal focused, person centred assessments, recommendations, and interventions.

I am very passionate and dedicated to supporting clients to achieve their full potential and engage in meaningful, quality lives whatever the challenges may be. I have specialised in assessing the suitability of client's accommodation, considering their disability and needs. Working alongside Architects to recommend and coordinate adaptations, to ensure the client's independence and quality of life is maximised.

I have established a lot of experience setting up complex packages of care for clients which includes recruiting and the management of support worker staff. I provide supervision sessions to assist the support workers to develop their knowledge and skills and enable them to work with the client in the most effective way possible.

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I have a lot of experience in sourcing and coordinating teams of professionals to work therapeutically with my clients ensuring that the team are taking a joined-up, client- focused approach to intervention planning and helping clients to achieve their goals.

I have extensive knowledge of the litigation process and have supported clients and families through the many challenges it can bring, from early in the process through to settlement of claims and then continue to work with clients and families post settlement.

Interests:

I am an active person and enjoy spending time with my family and two teenagers. We love being outdoors and in my spare time you will find me riding my mountain bike or out on a long walk in the Yorkshire Dales with my much-loved black Labrador, usually covered from head to foot in mud!

References: available on request

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