



Case Management Experience

Joyce is a seasoned case manager with 12 years of experience utilising her expertise as an occupational therapist to lead the delivery of impactful rehabilitation programmes. She specialises in the management of cases regarding complex brain injuries in adults and children, often involving the management of challenging behaviours. She also has extensive experience managing spinal and orthopaedic injuries in adults and cerebral palsy in children. Joyce is adept in navigating and managing difficult family dynamics, coordinating multi-disciplinary teams and managing the delivery of holistic, 24-hour care packages.

Throughout her case management career, Joyce has demonstrated her proficiency in safeguarding, DoLs, conflict management and securing statutory funding. She is also adept in working with high-risk clients, performing rigorous risk assessments and creating robust management guidelines. She has enabled clients to thrive whilst living at home following life-changing injuries by supporting the purchase of disabled access properties and coordinating major adaptations. Joyce has also supported many clients in restoring their professional potential via the coordination and delivery of highly effective vocational rehabilitation programmes.

Specialisms

- Brain Injury
- Spinal Injury
- Cerebral Palsy
- Amputation
- Burns
- Mental Health
- Orthopaedics
- Learning Disabilities
- Rheumatology
- Vocational Rehabilitation

Qualifications

- MSc Advanced Occupational Therapy
- BSc (Hons) Occupational Therapy
- Best Interests Assessor Certificate

Professional Background

Since the outset of her career as an occupational therapist in 1996, Joyce has specialised in the assessment and treatment of adults and children with complex orthopaedic and neurological conditions. She also has extensive experience in the treatment of learning disabilities, rheumatology and mental health conditions within public and private hospitals, rehabilitation centres and community settings. Joyce has managed the delivery of effective return to work activity via workplace assessment, work hardening, ergonomics, rehabilitation and the coordination of multi-disciplinary teams.

From 2005, Joyce operated at a senior level, leading the treatment of clients with acquired brain injuries and challenging behaviours within clinical and community settings. This involved the management of a wide range of multi-disciplinary medical professional and support workers. She frequently engages in a variety of continuing professional development activity regarding a comprehensive range of clinical and case management-related topics.



Career History

Case Manager

Various
(2010 - Present)

Senior Occupational Therapist

Brain Injury Rehabilitation Trust
(2006 - 2010)

Senior Occupational Therapist

South Essex Partnership NHS Trust (Learning Disabilities Team)
(2005 - 2006)

Adult & Paediatric Neurology Principal Therapist

St Giles Medical Rehabilitation Centre
(2001 - 2005)

Basic Grade

Senior then District Occupational Therapist,
Chinhoyi Provincial Hospital
(1997 - 2001)

Memberships

- Health & Care Professions Council
- British Association of Occupational Therapists
- Royal College of Occupational Therapist Specialist Section - Neurological Practice
- British Association of Brain Injury & Complex Case Management

Ages Covered

- Adults & Children