

CASE MANAGER PROFILE

CAROLINE PHELPS

SPECIALIST CASE MANAGER

PERSONAL DETAILS



CONTACT NO: **Mobile: 07828 796 601**
EMAIL: **caroline@auassociates.co.uk**
AREAS COVERED: **Leeds and Yorkshire**

PROFESSIONAL MEMBERSHIPS

MBPsS - British Psychological Society
Professional Member of Vocational Rehabilitation Association UK
CMSUK Professional Membership
BABICM Professional Membership

PROFESSIONAL QUALIFICATIONS

Bachelor of Science in Psychology & Counselling (Hons) Hull University, UK - 2003-2006
Northeast Leadership Institute Massachusetts Department of Developmental Services - Class of 2009
Therapeutic Outcome Measures (TOMs) Royal Society of Physiotherapists 2016

ABOUT CAROLINE

Caroline started her career in case management in 2017 with a recognised national firm. During this time she has worked with a wide range of clients and their respective needs. Caroline's areas of speciality are brain injury, psychological injuries and vocational rehabilitation.

ABOUT CAROLINE (CONTINUED)

Caroline has also taken on leadership and management roles within her previous case management employment. Caroline has been nominated for several national awards for her role in supporting and facilitating client's clinical and vocational recoveries.

Caroline has a wealth of experience working with adults with complex behavioural presentations associated with traumatic brain injuries, as well as clients with preinjury mental health difficulties. She has a great ability to see a client from a holistic perspective and direct therapies and goals to support a client's recovery. Caroline uses her neurorehabilitation experience merged with vocational knowledge to consider a client's needs once they are moving on from the initial recovery stage.

Caroline has a very calm and considered approach to case management and enables clients to feel supported and guided through their rehabilitation. She provides clinical support and supervision to members of the AUA team as well as other case managers across the UK.

Prior to working in case management Caroline worked as a Behaviour Therapist with individuals who had sustained a brain injury. Caroline utilised a Neuro behavioural Approach and Behaviour Analytics as part of the rehabilitation process. Prior to this role she worked in the USA for Northeast Arc who provide support to children and adults with varying disabilities including autism and brain injury.

Caroline takes a proactive approach to her continuing professional development and attends conferences, training and specialist events to support ongoing knowledge and skills in both rehabilitation and case management.