



NATASHA WILDE

DIRECTOR/CASE MANAGER

INCLUSIVE CASE MANAGEMENT

CONTACT

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📍 Greater Manchester & surrounding regions

🌐 www.inclusivecm.co.uk

SKILLS

- Comprehensive care planning.
- Clinical knowledge and expertise.
- Multidisciplinary coordination.
- Client advocacy and support.
- Crisis intervention.
- Excellent communication & interpersonal skills.
- Empathy and compassion in care.

PROFILE

I am an Advanced Case Manager, specialising in children's and adults' catastrophic injury and acquired brain injury cases. I am a Registered Social Worker with broad experience in local authorities and NHS social work teams.

I am also a post-qualified practice educator for placement social work students, a tutor for Manchester Metropolitan University's Step Up to Social Work program, and a proud chair for the board of trustees for Headway Salford and Trafford.

Inclusive Case Management aims to help individuals, as far as possible, regain independence and improve their quality of life through the coordination of services, rehabilitation, and care following a life-changing injury.

Inclusive Case Managers are experts who assess a client's needs and identify relevant and cost-effective resources that maximise the benefits to the individual and their family.

Working inclusively with the client, their family, and their loved ones, a plan is then implemented that is bespoke to that person and can include both care and rehabilitation. Inclusive Case Management works with all parties, including therapists working with clients and their families.

The agreed plan is reviewed and monitored, and changes are made as necessary when required. This ensures that the injured person and their family have access to appropriate services and that the support they receive is consistent.

Inclusive Case Management develops a therapeutic relationship with the client and their family. It offers support and advice during often challenging times, understanding that each client has their own needs and expectations, ensuring that the case management input is adaptive and flexible to meet these needs.



INCLUSIVE
CASE MANAGEMENT
EXPERTLY MANAGED REHABILITATION

EDUCATION

- BA Hons 2.1 Community Arts 2003
- NVQ Level 2 Youth Work 2010
- Masters in Social Work (DipSW) 2014
- PQSW Practice Educator Level 1 and 2 2020

PROFESSIONAL REGISTRATIONS

- Social Work England SW100939
- BABICM Advanced Member
- CMSUK Member

ADDITIONAL INFORMATION

- Full clean driving licence
- Enhanced DBS
- Personal references available on request

PERSONAL STATEMENT

As a Catastrophic Injury Case Manager, I am passionate about making a meaningful difference in the lives of those who have suffered severe injuries. I aim to provide holistic and compassionate care, ensuring clients receive the very best personalised support and resources needed to rebuild their lives. What sets me apart is my holistic and inclusive approach to case management. I understand that recovery from an injury extends beyond just medical treatment. Communication is a key strength; I am proficient in fostering an environment of trust and understanding, and my ability to build strong relationships with clients, families, and multidisciplinary teams has been instrumental in the successful outcomes of my cases.

CAREER SUMMARY

DIRECTOR/CASE MANAGER

INCLUSIVE CASE MANGEMENT

2024 - PRESENT

- Coordinate multidisciplinary care for adult and child clients with traumatic brain injuries, spinal cord injuries, and multiple traumas.
- Develop and implement personalised care plans, ensuring clients receive the highest quality medical and rehabilitative care.
- Act as a liaison between clients, families, medical professionals, and insurance companies to streamline communication and services.
- Provide emotional and psychological support to clients and their families, offering guidance and resources for coping with catastrophic injuries.
- Monitor progress and adjust care plans to meet evolving client needs.
- Set up and monitor a package of care for the client. This could be through a care agency or private employment.
- Provide holistic assessment of client needs and prepare accurate, individualised reports detailing cost-effective recommendations.
- Set goals with the client to progress their rehabilitation and life aspirations.
- Ensuring that the client's property promotes their independence and accommodates their therapy and care needs. This may involve working with architects, builders and therapists.

CASE MANAGER

AMS CASE MANAGEMENT

AUG 2018 - JAN 2024

- Managed a caseload of clients with catastrophic injuries, coordinating care across multiple disciplines.
- Conducted comprehensive initial assessments and developed tailored care plans.
- Assisted clients and families in navigating insurance claims, financial resources, and legal issues related to their injuries.
- Facilitated vocational rehabilitation services to help clients reintegrate into the workforce.
- Seeking appropriate residential placements if applicable and monitoring the provision of this.



SOCIAL WORKER

BURY MBC/CALDERDALE MBC

AUG 2014 - AUG 2018

- Working collaboratively with clients to assess their needs, identify options for meeting those needs, negotiate and review appropriate care in line with the principles of personalisation, empowering service users to have control over their lives.
- Carry a complex workload reflecting high levels of risk and crisis.
- Assessing the social and emotional needs of individuals.
- Attending multi-professional/multi-agency meetings.
- Safeguarding assessments.
- Needs-led assessments.
- Advocating/signposting/providing support and information. Making home visits.
- Making referrals to both statutory and voluntary sector organisations.

YOUTH WORKER

TRAFFORD MBC CHILDREN & YOUNG PEOPLES SERVICES

MAY 2009 - AUG 2014

- Ensuring the development and well-being of disadvantaged young people, tracking progress, establishing accreditation and progression routes and providing support and guidance.
- Safeguarding.
- Assessing the needs of young people and planning and delivering programmes related to youth issues.
- Managing and administering youth and community projects and resources.

