



**Jim Shand**  
*Associate Case Manager*

### Location

Bedfordshire,  
Hertfordshire,  
Cambridgeshire,  
Lincolnshire, London

Jim has worked in the Adult Social Care field for 27 years, primarily with older people and people with physical disabilities. In his varied roles within Adult Social Care, Jim has gained extensive experience working with and supporting people with a wide range of complex needs, including high levels of physical dependency, acquired brain injuries, and spinal cord injuries.

He has a robust knowledge and understanding of the statutory framework within local authorities, including the legislative framework of the Care Act and Mental Capacity Act. Jim is confident working as a part of a wider team, valuing efficient communication and liaison between professionals to ensure all relevant information and expertise is shared to support the best client outcomes.

### Qualifications

Degree / Diploma in  
Social Work, 1997  
  
Social Work England –  
SW35056

With his vast background in Adult Social Care, Jim is adept at providing high quality written reports and information, as well as working within budgets to make the best use of available resources. He works closely with the client, their families, carers and support teams to promote the independence of the client using rehabilitation options, equipment and adaptations, information and advice, and positive risk taking. He has experience working alongside the legal profession, including in court settings.

### Memberships

BABICM

Jim has an extensive skillset that transfers into his role as Case Manager. He prides himself on working in a person-centred way, aiming to build strong relationships with clients and their loved ones; working closely with them to ensure their wellbeing, and maximise opportunities to lead to happy, active and rewarding lives. He listens to the voice of the client at all times, to ensure that their views and wishes are respected as much as possible.

### Specialisms

Brain Injury, Challenging  
Behaviour, Polytrauma,  
Complex Physical  
Needs, Spinal Cord  
Injury, Vocational  
Support, Mental Health  
Management

### Jim's skillset includes:

- Working with clients with brain injury, spinal injury, and complex physical needs.
- Assessing Mental Capacity concerns and, where appropriate, supporting the development of plans which are in the best interests of the client.
- Holistic assessments of complex needs and associated risk management.
- Formulation of detailed and creative support plans to meet the client's needs and empower them to lead the most rewarding lives possible.
- Working within budgets and maximising resources.
- Quick and proportionate response to safeguarding concerns.
- Client-focused Case Management approach.
- Excellent communication skills.