



Luisa Hart
Case Management Assistant

Location

East Anglia

Qualifications

HND Journalism

Memberships

BABICM

Specialisms

Brain Injury, Complex Clinical Needs, Challenging Behaviours, Disability, Paediatric and Transition to Adulthood services, Mental Health Management

Luisa has direct understanding of neuro-disability, disability and brain injury. Over the past 22 years' Luisa has experience of navigating the obstacles and challenges that neuro-disability and brain injury can bring. Specially working with SEN, therapy provision for paediatric cases and school processes needed for a full and multi-disciplinary provision of care and support to the child. Luisa has solid experience and understanding of managing paediatric therapeutic interventions, leading MDTs, managing EHCP processes and transition to adulthood services, and activities. Also knowing how to be creative with provisions when resources may be lacking.

Luisa's experience as a communications professional for both public sector and third sector organisations lends itself to the agile, flexible yet strategic approach required as a case manager assistant.

She is highly experienced in strategy, project management, working to deadlines, negotiation, working collaboratively and working well under pressure. She spent many years working for a Mental Health Trust and more recently a brain injury charity, thus gaining greater understanding of the real-world impact of living with brain injury and accessing resources.

Her compassion and commitment to advocacy can be seen in her everyday approach to working with clients and is committed to achieving the best outcomes.

Luisa's skillset includes:

- Identifying, setting, measuring goals and objectives to achieve the best possible outcomes.
- Effective problem-solving skills
- Contingency planning
- Working to agreed budgets
- Collaborative working
- Crisis management
- Experience of advocating and empowering patients and families with complex needs
- Strong communication skills
- Report writing
- Overseeing and implementing care provision.
- EHCP process
- Transitions to adulthood