



**Clare Dowling**  
**Case Manager**

Address: JS Parker Limited  
Bearl Farm  
Stocksfield  
Northumberland  
NE43 7AJ

## Curriculum Vitae

**Professional title: Registered Nurse. (RN. Dip. He)**

**Current Role: Case Manager, JS Parker Limited North East Office**

In my current role as Case Manager, I support clients who have had a brain injury by putting in place packages of support that meet their individual requirements and also the needs of their families. I undertake this by developing a costed case management report following a holistic assessment of client needs. The implementation and ongoing management of any support/rehabilitation or care package falls within my remit, as well as the recruitment, training, support and management of support workers.

I work to the Code of Ethics and Principles of Practice as outlined by British Association of Brain Injury Case Managers (BABICM)

**Previous professional experience (past 5 years):**

**May 2008 to August 2008 Staff Nurse, Abbeymoor Neuro Disabilities Unit, Gateshead**

- Provision of nursing care for clients with various brain injuries
- Provision of emotional support for clients, families and staff.
- Co-ordination of and participation in rehabilitation programmes with monitoring, evaluation and amendments to ensure effectiveness.

**May 2006 to May 2008 Manager of Red Brick House Nursing Home, Prudhoe**

- Ensuring that all rehabilitation programmes are effective, meaningful and reviewed as required

- Implementation and monitoring nursing care in accordance with company policies and recognised professional standards
- Recruit, train, monitor and manage staff
- Budgetary control of resources
- Tissue viability training
- Investigation of complaints and action
- Ensuring that legislation and regulations concerning fire, building control, planning and health and safety are complied with

**Oct 2003 to May 2006**

**Nurse Advisor N.H.S Direct**

- Telephone triage to provide advice, information and support to clients with wide range of physical and psychological needs
- Trainer for new nurse advisors
- Member of Vulnerable Adults Action Group
- Counselling
- Call centre supervisor as required

**Jun 2000 to Oct 2003**

**Staff Nurse Accident and Emergency, Hexham Hospital**

- Care of patient with a wide range of major and minor conditions
- Staff training
- Management of A & E department as required
- Bereavement counselling

**Academic Qualifications:**

- 1993 Registered General Nurse
- 1993 Diploma in Higher Education
- 1998 Certificate in Adult Education
- 1998 Assessors Certificate
- 2007 Registered Managers Award