

## Case Manager role at Forth Sector

### Information for potential clients

There are four Case Managers within the Employability services team each with their own defined caseload. It is the case manager's role to provide practical and emotional support to people on placement, depending on each person's individual needs. When necessary people can be referred to external services.

Case managers operate out-with the management structure of the businesses and departments where placements occur. Their focus is on the overall needs of each individual, and how Forth Sector can contribute towards meeting those needs. Case managers support placement staff to fulfil their role in relation to supporting service users, thus contributing towards the provision of a supportive working environment.

Case managers work using a person centred and recovery approach, they have experience of working with people with mental health problems and knowledge of how this can affect individuals in the workplace

### Formal Support

Case managers accompany individuals on their first day in a placement and afterwards review the day with them to recognise their achievement and contribution, and identify any potential problems or issues that could be addressed. A mid trial meeting is arranged during week three to review progress and ascertain if there are any additional support needs. At the end of the six week trial period the placement is reviewed with the service user and the placement manager or supervisor, to evaluate progress and agree the next steps.

This could include an increase in shifts, a change in responsibilities, or access to training. Case managers also keep in touch with clients by telephone to monitor progress and offer on-going support.

After completion of the trial period the individual meets with their case manager to identify and plan their goals. These are then written out in an individual personal development plan, commonly referred to as a PDP. Future personal development plan meetings are then carried out a minimum of every four months.

## Informal Support

Case Managers regularly visit the business or department that they are responsible for. This provides an opportunity for individuals to informally approach them for advice or assistance without the need for a formal appointment. However formal appointments can be arranged on request by phoning the employability services team and speaking to your allocated case manager.

Business and department staff can also contact their allocated case manager if they require support or advice regarding the personal welfare of clients on placement there. The case manager can offer appropriate support to the individual and if necessary mediate in any workplace conflict.

Clients can access support provided by case managers from a menu of services. This includes:

- Preparation to move on
- Discussing/pursuing options for the future
- Adjust/increase/decrease shifts
- Change of duties/responsibilities
- Assistance with attendance/timekeeping
- Placement in other business
- Emotional support/problem solving/coping with setbacks
- A weekly support group
- Referral to therapeutic groups and workshops run by Forth Sector
- Access to an Edinburgh leisure card for reduced cost swimming and pulse centre use
- Practical lifestyle advice/support
- Information on Forth Sector football team and social activities
- Concessionary bus pass applications
- General signposting to misc services that would benefit the individual e.g. Advocacy, Befriending, Mediation, Advice agencies etc.

## After-care

When a client moves on from Forth Sector to further training, education or employment we provide ongoing support for a period of up to six months. This includes a fortnightly after care support group, held outside normal business hours, and face to face contact if needed. Clients can also access telephone support and guidance if required.

