

# STEPHANIE MITCHELL

AKA: STEPH - CASE MANAGER



## QUALIFICATIONS

- PGCert Learning and Teaching in Higher Education Fellowship, 2024
- Best Interest Assessor Qualification, Northumbria University, 2019
- UCCE Safeguarding Adults, Teesside University, 2016
- MA (Merit) Social Work, Teesside University, 2015
- BSc (Hons) Forensic Psychology, Teesside University, 2006

## ROLE & RESPONSIBILITIES

- **Case Manager**
  - Offers client-focused, outcome-driven, and independent case management.
  - Manages cases involving adults with complex injuries
  - Conducts assessments and develops case management plans.
  - Implements multidisciplinary rehabilitation packages.
  - Recruits and supervises care and support staff.
  - Offers assistance and advice to colleagues on safeguarding matters
  - Provides assistance in cases involving mental capacity and best interests assessments
  - Develops and delivers training on mental capacity and a range of other topics
- **Safeguarding Lead**
  - Ensures all safeguarding policies and procedures are up to date and followed by staff
  - Acts as the first point of contact internally within BPJ for any safeguarding issues, assessing situations and deciding on the best course of action.
  - Provides guidance and emotional support to staff dealing with safeguarding issues, ensuring they feel supported and informed.
- **Mental Capacity Lead**
  - Ensures all mental capacity and best interest decision making policies and procedures are up to date and followed by staff
  - Provides training and guidance to staff on mental capacity issues, ensuring they understand legal requirements and best practices.
  - Ensures that the rights of individuals lacking capacity are protected through the practices of BPJ as a service.

## KEY SKILLS & ATTRIBUTES

- **Assessment & Intervention:** Skilled in conducting assessments, developing care plans, and implementing multidisciplinary support. Proficient in regularly reviewing and adjusting plans to meet evolving client needs
- **Advocacy:** Skilled in advocating for clients and their support networks, identifying tailored support and guidance to foster client independence.

- **Case Management:** Skilled in independently managing complex caseloads and leading multidisciplinary teams to deliver comprehensive care. Empathetic and compassionate, using a strengths-based, goal-oriented approach to empower clients and drive positive change.
- **Person-Centred Approach:** Delivering client-centred, outcome-driven assessments that prioritise the individual's needs, preferences, and goals, while fostering independence and empowerment throughout the process.
- **Safeguarding:** Experienced in leading safeguarding inquiries with the Local Authority, providing advice, support, and coordinating efforts to address concerns and reduce risks.
- **Continuing Professional Development:** Committed to continuous professional development through training, seminars, and teaching. Enhances legal knowledge in BIA literacy and the Mental Capacity Act 2005, striving for the highest professional standards
- **Collaboration:** Skilled in working within diverse teams, including occupational therapists, physiotherapists, speech and language therapists, housing specialists, third-sector organisations, local authorities, and the NHS, to provide integrated care

## PROFESSIONAL REGISTRATION & MEMBERSHIPS

- Registered Social Worker in England with Social Work England (formerly HCPC) (Reg: SW107634)
- Registered Practitioner member of the British Association of Brain Injury Case Managers (BABICM)

## EXPERIENCE

Steph is a skilled and experienced Social Worker with a career in Social Care and the third sector since 2008. Throughout her career, Steph has developed extensive experience across various domains of adult social work, including Learning Disabilities, Safeguarding, hospital discharge and community based social work. Steph has worked with clients who have experienced a combination of interconnected, often co-occurring issues that require a range of support services and a coordinated and holistic MDT approaches. This includes but not limited to, physical and mental health conditions, substance misuse, housing and homelessness and social and environmental factors such as domestic abuse and social isolation. Prior to transitioning into social work, Steph worked with the Stroke Association, where she gained valuable insight into the effects of stroke and the client needs and care management. Steph has skills in conducting comprehensive assessments, developing bespoke care and support plans, and coordinating multidisciplinary intervention and care and support packages.

Beyond her practice, Steph has been a lecturer at Teesside University in Social Work. There, she has delivered lectures and seminars on key topics such as the Mental Capacity Act, The Care Act, Anti-Oppressive/Anti-Discriminatory Practices, and holistic assessments and care planning.

Steph is dedicated to a client-centred, strength-based, and outcome-focused approach to case management. Her ability to build trust and confidence with clients and their wider support networks highlights her commitment to delivering holistic, person-centred care and support.

## CONTACT DETAILS

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