

PROFESSIONAL PROFILE

# Holly Smith

Case Management Assistant | Amazing Rehab

holly@amazingrehabcm.co.uk

Penrith, Cumbria

AT A GLANCE

**Adults and children**

SPECIALISMS

Brain injury
Paediatric cases
Complex polytrauma

EXPERIENCE OF

Birth injury
Burns and plastics
Challenging behaviour
Learning difficulties
Mental health management
Pain management
Special educational needs
Vocational support

LOCATION

Penrith, Cumbria

COVERAGE

Northern England and Scotland

## Professional profile

Holly is a highly organised and proactive Case Management Assistant (CMA) who combines strong analytical capability with excellent interpersonal skills. She supports complex rehabilitation cases by translating clinical recommendations into clear, actionable plans, maintaining momentum and ensuring accurate, funder-ready reporting.

Known for her calm, personable approach, Holly builds trust quickly with clients, families and multidisciplinary teams. She communicates with clarity and empathy, helping to navigate sensitive situations while keeping everyone aligned and focused on outcomes. Her ability to synthesise detailed information, anticipate needs and respond flexibly makes her a reliable and valued member of the rehabilitation team.

## What I bring

- **Multi-agency co-ordination**
- **Clear documentation**
- **Practical problem-solving**
- **Calm client communication**

## Professional testimonial

> "In her role, Holly provides high-quality administrative and organisational support across multiple complex rehabilitation cases. She consistently demonstrates excellent attention to detail, strong communication skills and a clear understanding of the administrative demands underpinning effective case management."
> - Case Manager

HOLLY SMITH

# Experience and credentials

holly@amazingrehabcm.co.uk

## Career overview

QUALIFICATION

### Supporting Teaching and Learning

NVQ Level 3 qualification supporting work with children, education and individual learning needs.

SENIOR CASEWORK

### Complex case support

Extensive experience working within highly regulated, multi-agency systems.

CASE MANAGEMENT

### Administrative support

Provides organised, dependable support across multiple complex rehabilitation cases.

CLIENT LIAISON

### Clients and families

Sets clear expectations, supports constructive communication and helps build trust.

ORGANISATION

### Oversight and follow-through

Anticipates actions, maintains oversight and ensures communication and documentation are handled reliably.

## Professional credentials

### Training and development

Regular training, formal supervision and continuing professional development reviews.

### Safeguarding and mandatory training

Current Mandatory Training and Safeguarding Level 3 certificates available on request.

### Enhanced DBS

Full, clear enhanced Disclosure and Barring Service certificate with Update Service details available on request.

### Data protection

Current ICO certificate available on request.

### Insurance

Professional indemnity and public liability policy details available on request.

### Professional documentation

Relevant policies and procedures relating to data and IT, safeguarding, safe working and risk management are available on request.

CASE MANAGEMENT SUPPORT

## A calm, organised approach

CO-ORDINATION

Balances client needs, reporting requirements and wider-team actions.

DOCUMENTATION

Reliable administration, clear records and consistent follow-through.

COMMUNICATION

Thoughtful liaison with clients, families and professionals.