DMWS Complex Case Manager Scotland - Job Description

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| **Role Summary** |
| Job Title: | Complex Case Manager | People Responsibility: | 6-12 |
| Function: | Operations |
| Geographic Responsibility: | **Scotland** |
| Reports to: | Head of Region and Operations Director | Base Location: | Home working with travel |
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| **Role Purpose** |
| The Complex case manager will be responsible for managing a case load as well as dealing with cases where there are elevated levels of complexity or sensitivity.They will play a lead role in providing operational support to the Head of Region and Operations Manager and work closely with the Professional Standards Manager and Grants Manager to ensure a joined up and cohesive working environment. The incumbent will be responsible for developing and maintaining an accurate and comprehensive database of information for the purposes of analysing the effectiveness of service delivery and reporting on key trends in service user and client data. This role will be responsible for ongoing improvement to services levels and quality management of cases throughout the organisation. The role holder will develop and maintain a comprehensive understanding of the military third sector, policing and the NHS and other public sector partnerships, work streams and change programmes where there is an expectation of engagement from the third sector to expand business opportunities in this sector.  |
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| **Key Accountabilities** |
| * Provide inspired leadership for the organisation when dealing with complex cases.
* Provide clear well structured case management of their case load and support others to achieve the same
* Maintain their own case load to a high standard
* Monitor, report and evaluate operational performance of Welfare Officers when working with complex cases.
* Develop, implement, and review operational policies and procedures.
* Assist with education and training when necessary.
* Help promote a company culture that encourages top performance continuous improvement, trust and high morale.
* Oversee reporting, planning, and auditing through effective data management.
* Contributing to effective governance and localised management of case management fora.
* Create evidence-based strategies, evaluating options, impacts, risks and solutions
* Work closely with the Operations Manager and Operations Director to optimise service delivery.
* Work with the Professional Standards Manager to improve the quality of training and development in the organisation and ensure the organisation is compliant with appropriate regulatory and legal requirements.
* Localised management of Case Management forums
* Contribute to effective governance strategy
* Work with the Grants Manager to facilitate funding opportunities
* Work to create a culture of knowledge and learning across the organisation so that it can inform future plans and transformational change.
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| **Key Capabilities/Knowledge** |
| * Previous experience in a similar operations role – where drive and excellence in delivery has been evident.
* Business awareness and a willingness to incorporate that awareness into practice.
* You will demonstrate an interest in the work we do, show resilience, drive and tenacity to succeed and enable the organisation to grow.
* IT literate, proficient in the use of PowerPoint, Excel, and Word and familiarity with developing Database software as part of BI reporting.
* Leadership and budgetary skills
* Good commercial awareness, attention to detail and problem-solving skills.
* Able to balance the needs of multiple stakeholders
* Line management experience
* Able to act as an effective, well presented, and credible representative of the organisation.
* Excellent communication skills
* Excellent networking skills
* Flexible
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| **Experience & Qualifications** |
| 1. Welfare/Health Qualifications
2. Operational experience gained in complex challenging environments, ideally Military, Policing, or NHS
3. Experience of working with complex service users
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