

# Tracy Banks

## Case Manager



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### Professional Qualifications:

BSc Speech Pathology and Therapy  
Post Graduate Diploma Psychodynamic Counselling & Psychotherapy

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### Professional Memberships:

British Association of Brain Injury Case Managers (BABICM)

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### Personal Profile:

Tracy is highly experienced in working with children, young people with disabilities and their families, and forms trusting relationships with an empathic and pragmatic approach. She produces high quality written reports and maintains a high standard of professionalism whoever she is working with.

Tracy has worked in a variety of settings, including NHS, local authority and charities, as a support worker, case manager and a project manager. She has a particular focus on family dynamics and working with individuals and looking at the family as a whole to ensure positive outcomes for children and young people. She works well in a multi-disciplinary context, understanding the need for close liaison and strong professional

Tracy began her career as a speech and language therapist in the community, quickly moving into working with children with complex developmental and physical needs in a child development centre. Shortly afterwards she also began working in the Leeds General Infirmary with outpatients and inpatients with various complex medical needs. Within that role, she specialised in working with children and young people who had sustained a brain injury. Tracy

was involved from the point of admission to the hospital, through to follow-ups at home and in community and schools once discharged. She was a strong and valued member of the Leeds Neurological Rehabilitation team, working jointly with physiotherapists, occupational therapists, psychologists and neurologists.

Tracy then went on to work for several organisations, supporting families with children with disabilities and additional needs, mainly in management positions. This gave her the experience of recruiting and managing individuals and teams of staff. As well as a vast experience of management, she also has an NVQ 3 in management. Tracy always maintained contact with children and young people, as her passion was to provide the best possible quality of service, and she firmly believes in getting client feedback to ensure services are improving and developing continually to meet client needs.

Tracy has a strong focus on building relationships with young people, families, professionals and organisations. She successfully utilises techniques she acquired during her post graduate diploma in counselling and psychotherapy, which have proven to assist in listening, empathising and building trust. She has a focus on working with individuals, but also family dynamics, and currently works within a systemic framework with families. Tracy is committed to working in partnership with children, young people and their families, in order to achieve positive outcomes.

### **Professional Work Summary:**

- Associate Case Manager @ Positive OT & Case Management
- 2018 - 2022 Case Manager, JS Parker Ltd
- 2018 - Family Engagement Worker, Royal Society for Blind Children, London
- 2015 - 2018 Service Delivery Manager Children & Young People, Guide Dogs London
- 2013 - 2015 National Co-ordinator for Relationship Support, Family Action London
- 2010 - 2013 Project Manager, Roehampton Family Support Service, Family Action
- 2009 - 2010 Manager of Family Support, Mile End Children's Centre
- 2007 - 2009 Project Co-ordinator, Islington Building Bridges, Family Action
- 2005 - 2007 Family Support Worker, Wandsworth Contact A Family
- 2002 - 2005 Case Manager, JS Parker & Associates
- 1992 - 2001 Paediatric Speech and Language Therapist, Leeds Community & Mental Health Trust

## **Continued Professional Development including but not limited to:**

- Postgraduate diploma in counselling and psychotherapy
- Complex needs
- Cerebral Palsy

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### **Contact Details:**

**E:** [tracy@positiveotcm.co.uk](mailto:tracy@positiveotcm.co.uk)

**M:** 07355 090913

**T:** 0113 871 5975