



# Grace Raven

## Apprentice Case Manager and Occupational Therapist

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### Professional Memberships:

CMS UK

British Association of Brain Injury Case Managers (BABICM)

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### Personal Profile:

Grace is a highly organised, motivated, and adaptable Apprentice Case Manager and Occupational Therapist with over 18 months' experience at Positive OT & Case Management. In her apprenticeship role, she actively supports qualified Case Managers and Occupational Therapists in the delivery of client-centred rehabilitation programmes, contributing to assessment processes, care coordination, and ongoing case management activities. Her responsibilities include supporting direct client interventions, assisting with care planning and goal setting, coordinating and liaising with support worker teams, and undertaking essential administrative and clinical tasks to ensure the smooth and effective management of complex cases.

Grace also plays a key role in supporting internal service delivery, including assisting with the coordination of in-house training, maintaining accurate case records, and contributing to multidisciplinary communication. Through this role, she has developed a strong understanding of professional boundaries, confidentiality, and the importance of holistic, outcome-focused rehabilitation.

Alongside her apprenticeship, Grace brings seven years of experience in customer-facing roles within both the hairdressing and government sectors, which has equipped her with excellent communication, interpersonal, and organisational skills. She is confident working in fast-paced and high-pressure environments, able to work both independently and collaboratively, and consistently maintains a compassionate, client-centred approach. She has recently completed an Access to Higher Education Diploma, further strengthening her academic foundation and commitment to her chosen profession.

Grace undertakes her role under the ongoing direction of an Advanced BABICM and IRCM member at all times

**Professional Work Summary:**

- July 2024 – To Date: Apprentice Case Manager & Occupational Therapist
- July 2022 – July 2024: Administrative Officer at HMRC, Civil Service
- September 2017 – July 2022: Hairstylist

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

- Person-Centred Care
- Autism & Learning Disabilities
- Health & Safety Awareness
- First Aid
- Fire Safety
- Moving & Handling Objects
- Assisting & Moving People
- Infection Prevention & Control
- Food Hygiene
- Safeguarding Children
- Safeguarding Adults
- Reporting & Recording
- Confidentiality
- Professional Boundaries
- Delivering Culturally Sensitive Support
- Collaboration in Rehabilitation Conference 2025
- BABICM Conference 2025
- Case Management Peer Group Meetings
- Supervision and Meeting Chair Training

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**Contact Details:**

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