



Job Details

Job Title	Case Manager
Location	Warrington – Holly House
Reporting to	Clinical Support Manager

Main Purpose of Job

To work as part of the case management team and ensure all counselling cases are matched in line with PAM Wellbeing's contractual obligations. Ensuring that all counselling cases are matched to the most appropriate counsellor for the individuals needs and monitor the ongoing activity of the case.

Key Accountabilities and Responsibilities

- ❖ Managing and maintaining the effective booking of all counselling appointments in line with current service level agreements
- ❖ Ensure that counsellors both internal and external are working ethically to their governing body and supporting short-term workplace counselling
- ❖ Obtain and update systems with accurate records for both internal and external counsellors
- ❖ Ensure daily goals of cases being matched are met on an individual basis and part of the team
- ❖ Monitoring a team email inbox and dealing with enquiries within a timely manner
- ❖ Communicating with clients, colleagues and Clinics nationwide ensuring all requirements are met
- ❖ Work closely with PAM Wellbeing's clinical leads to escalate and support with risk cases
- ❖ Maintain confidentiality when dealing with all counselling cases or any additional information you may obtain as part of your role
- ❖ Owning and resolving customer/counsellor queries and problems at first point of contact, through telephone or email
- ❖ Work effectively within a small team and the wider business
- ❖ Work on additional projects to support the department

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.

Skills, Experience & Qualifications

- ❖ Highly organised and process driven individual with the ability to work to deadlines and prioritise
- ❖ Effective Communication skills in order to liaise with customers, other departments and colleagues to achieve results
- ❖ High level of computer literacy (MS Office, Word, Excel, and PowerPoint)
- ❖ Experience of data entry, administration skills and diary management



- ❖ Highly motivated with the ability to use own initiative and work within part of the team

Our Company Benefits Package

- ❖ *Industry Leading Healthcare Scheme – Opticians, Dental, Physio & more!*
- ❖ *Excellent Pension Plan - 8% auto-enrolment and up to 5% matched contribution*
- ❖ *24/7 Doctor helpline – book a telephone or video appointment with a GP*
- ❖ *Employee Assistance Program – 24/7 telephone counselling helpline*
- ❖ *Flexible working hours and 33 days annual leave (includes bank holidays)*
- ❖ *Top training and development opportunities, with best-in-class tech gear*

Our Values and Behaviours

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues.

Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.

We're looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

- ❖ **Hard Work & Enthusiasm;** we believe hard work should be rewarded, we go the extra mile to achieve our goals and support each other and enthusiasm and passion are part of our DNA.
- ❖ **Teamwork & Friendship;** our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
- ❖ **Loyalty & Improvement;** we are dedicated to personal and professional development. Our PAM Academy mentors' colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.