

## Sophie Jones – Associate Case Manager - Manchester



07519 655815  
01902 244 170

[sophie.a.jones@ajcasemanagement.com](mailto:sophie.a.jones@ajcasemanagement.com)

- ✓ Brain Injury
- ✓ Spinal Injury

- ✓ Children
- ✓ Young Adults
- ✓ Adults

### Specialism

- ✓ Rehabilitation
- ✓ Recruitment
- ✓ Management of Support Workers



Sophie began working as a Case Manager in 2010. She specialises in Catastrophic Injury Cases which include Acquired Brain Injury, Spinal Injury, Cerebral Palsy and Amputee.

Sophie is skilled in managing the client's journey from Pre to Post litigation and helping the client and their family throughout. Sophie is able to build trusting and professional relationships whilst maintaining professional boundaries.

Sophie is an Occupational Therapist registered with the Health and Care Professions Council.

In 2017, Sophie achieved her Advanced qualification for the British Association of Brain Injury Case Managers (BABICM). In this year she was also promoted to the Business Development Manager for AJ Case Management's North West team.

Sophie is skilled at managing the multi-disciplinary team and ensures that her clients are receiving evidence-based treatment and keeping up to date with clinical guidelines. Sophie is passionate about ensuring the therapy team are setting collaborative goals with her clients.

She also has fantastic experience in supporting a number of young mothers with acquired brain injuries, and assisting in ensuring their ability to care for their children successfully and as independently as possible.

Sophie previously worked as the lead Occupational Therapist at an autism and learning disability hospital for adults who are detained under the Mental Health Act. She worked closely with the clients in encouraging daily activities and rehabilitation goals and guiding staff with best practices. She has received formal training in positive behaviour support and de-escalation techniques. Sophie also has experience in service development for a Neuro Rehabilitation Unit in the North West.

In 2014, Sophie was the co-founder and committee member of Headway, Rochdale & Bury, following two years (2012-2014) on the committee of Headway, Blackpool. She has previously been involved in working with Caudwell Children whereby she accompanied 25 terminally ill children to Florida and fundraised for this trip. Sophie supported a young family with a son with cerebral palsy and cystic fibrosis during this once in a lifetime holiday.

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***“Sophie is a highly professional case manager. She prepared a truly bespoke, client-centred INA and then worked tirelessly to build a team which would meet all of our client’s highly complex and challenging needs. She patiently built a relationship with the client and worked exceptionally hard to keep the client engaged with the rehabilitation process during difficult periods. The client was able to make tremendous progress with Sophie’s input.***

***Sophie understood the importance of her evidence and input throughout the litigation process and ensured that she was properly prepared for Trial.***

***Having had experience of working with a number of different case managers, I would not hesitate to recommend Sophie.”***

Lauren Tully  
Clinical Negligence Solicitor  
Leigh Day

***“I have worked alongside Sophie for a number of years and I have found her to be extremely effective, particularly in managing challenging employment matters for my clients with complex care needs. She consistently demonstrates a commitment and determination to resolving complicated issues whilst maintaining her focus at all times on her client’s safety, independence and quality of life. Her input has been invaluable in managing a particularly difficult care package for my client. She has provided an empathetic and caring approach balanced with a necessary tenacity in what was a very stressful situation for our client and his family. I would not hesitate to recommend Sophie and the team at AJCM.”***

Lucy Bazley  
Solicitor  
Irwin Mitchell, Court of Protection

***“Sophie is a diligent, organised and personable case manager. She is able to make the difficult decisions and deal with conflict in a professional and positive manner.”***

Gareth Williams  
Solicitor  
Linder Myers, Court of Protection

***“My son has only been an amputee since he was 10 years old so we were completely unaware of the system into which we have become involved in. We had a different case manager to begin with but it was not really working and so we were introduced to Sophie Jones.***

***Since Sophie was allocated to our family, things have definitely improved a lot. Sophie has a really good knowledge base in a lot of areas and will admit if she isn’t but go away and thoroughly look into it. We always know if she makes a suggestion of therapy or activity that it’s with good cause. Sophie also keeps us up to date with things, has gone out of her way to really get to know us on a one to one basis and regularly catches up with us so that she knows if anything needs changing or adding to my sons therapies.***

***On the whole I have found Sophie to be empathetic, knowledgeable, helpful, professional and always keeps to her word when she says she will do something, which is not always the case with other professionals we have met. If was asked if I would recommend her services to other clients, I absolutely would!”***

Clients Parent