



Job Description and Person Specification

JOB TITLE:	Community and Case Manager	REPORTING TO (NAME):	National Service Manager
Date:	July 2026	LOCATION:	Nation wide

Summary

Acquired Brain Injury Ireland (ABI Ireland) is the country's leading provider of community-based neuro-rehabilitation services for people living with an acquired brain injury. Each year we support hundreds of individuals and families, working across Ireland to deliver specialist rehabilitation, influence policy, and raise awareness of brain health. Our mission is to passionately serve and empower people impacted by brain injury through personalised rehabilitation and relentless advocacy. Every day we work with survivors of brain injury in their homes and communities, in our Clubhouses and residencies, helping them to work towards achieving their personal goals and maximising their independence.

The role of the Community Services / ABI Case Manager is to support adults with Acquired Brain Injury (ABI) to live valued lives in the community. To facilitate and assist optimal independence and participation in activities within their home environment and in the community. The role will also involve case managing the client group with ABI within the catchment area, identifying service users' needs and develop individual service response. Acquired Brain Injury Ireland provides a bespoke Case Management programme based on a biopsychosocial model using an interdisciplinary team approach, depending on resources available in the area.

Key Duties and Responsibilities

- To be actively involved with the interdisciplinary team in planning and following through admission and discharge procedures including service agreements.
- Responsibility for the development of staff rotas based primarily on the needs of persons' served and the smooth running of the service. Ensuring rotas are fair and equitable for all staff.
- Set standards for staff practice in daily routine.
- Manage the Quality Assurance requirements of the Service including ensuring that the quality standards of the Organisation, as set out in the Operations Manual, Staff Manual and Health and Safety Statement are upheld and maintained.
- Ensure completion of the weekly programme for the services, ensuring meetings in relation to persons' served are held and chair where necessary

- Work as a member of a team and attend team meetings and reviews as required.
- Attend relevant training courses, as required by your manager.
- Attend regular supervision sessions with a designated person.
- Responsible for ensuring accurate recording of daily activities as per the individual rehabilitation plans and review/write reports for reviews etc.
- Responsible for ensuring person served information is captured and kept up-to-date on organisational information systems
- Participate in Working Groups as required
- If required, participate in the Organisation's On-Call service as a support to your own and other services.

Persons' Served

- Participate in the referral and assessment processes for new referrals in the area in conjunction with the local interdisciplinary team.
- Assess the needs of an individual and providing signposting to relevant available services, as well as advocating for additional necessary services.
- To ensure that individual rehabilitation plans are established, adhered to, reviewed and developed
- Support persons' served to live as ordinary a life as possible in their own home setting and act as a advocate and advisor and supervise persons' served, as identified in the individual rehabilitation programmes and in accordance with the ethos of the Organisation
- Encourage person served to develop and maintain family, personal and neighbourhood relationships and interactions.
- Support persons' served using programmes developed by any professionals involved with persons' served (including mobility and communication).
- Manage the rehabilitation and care activities of the service
- Encourage persons' served in gaining spiritual / cultural / age identity.
- Encourage and support persons' served in using a wide range of community facilities as part of their day to day life and support persons' served in learning the skills necessary for this.
- Support persons' served in gaining appropriate employment / day occupation and leisure opportunities.
- Work with the National Service Manager in developing existing and new services. Lead on the development of business case proposals to meet identified needs of the person with the ABI.

Case Management

- Work in collaboration and liaison with each local Acquired Brain Injury Clinical Team and/or the Health Service Executive Disability service.
- Facilitate and co-ordinate access to services for persons with ABI.
- Manage the Care Plan in relation to supporting the service user to access services that are required, and thus ensure an integrated and co-ordinated service delivery to service users with an ABI.
- Identify service pressures and service development needs and communicate these to the National Service Manager

- Aim that service users being discharged to their home have been assessed and have an agreed care plan, which is agreed with the service user with input from key people involved in supporting the service users' 'Road to Recovery'.
- Develop, implement and manage care plans for individuals with ABI in the catchment area including supporting the agreed packages of home support.
- Provide practical and professional support to individuals, their families and/or carers, and other health care professionals.
- Educate and prepare family, partner or spouse for the return of the service user to the home.
- Act as a resource source for other service providers, health care professionals, and others working with this client group.
- Act as an advocate on behalf of the service user group and on behalf of individuals when necessary.
- Link service users and their families with available local services where appropriate.
- Negotiate and influence service providers and health service executive (HSE) in helping to meet specific needs of individuals and groups of persons with ABI.
- To facilitate communication between persons with ABI and service providers, both statutory and non-statutory.

Finance

- Manage the budget for the local services (as appropriate).
- Provide monthly information to National Service Manager and to Finance office on petty cash management (as appropriate).
- Provide payroll returns for all rostered staff on a monthly basis (as appropriate).
- Manage the local purchasing requirements for the service.
- Manage staff expenses.

Representing the Organisation/Community Links

- Work in partnership with appropriate voluntary agencies / support groups, statutory services and HSE programmes etc.
- Represent the Organisation at local forum groups as required.
- Be responsible for ensuring that staff teams are making links into the community with persons' served.
- Provide information to other agencies in-services, e.g. nursing homes.
- Promote awareness in the community.

Procedural Responsibilities

- Be responsible for managing management of all attendance issues, including rotas, annual leave, sick absence etc.
- Operate the supervision and Performance Management process for staff.
- Liaise regularly with the National Service Manager on resource requirements.
- Attend and chair staff meetings (meeting may be chaired/facilitated by Team Leaders where appropriate).
- To be actively involved in the induction programmes of new employees.
- To supervise staff and delegate tasks where appropriate to the role and development of staff.

- Inform relevant parties of any untoward accident / incident, in accordance with the Organisation's Accident/Incident Reporting Procedure.
- Be aware of and follow the policies and procedures of the Organisation.
- Refer staff problems/ issues/ concerns to the National Service Manager where necessary.
- Be willing to and able to drive any vehicle that may be attached to the Service, to maximise the use of community services.

Maintain Confidentiality

- Ensure the persons' served right to privacy and choice are respected.
- Ensure confidentiality in relation to knowledge of a private and personal nature about persons' served and their families.
- In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of persons' served and /or staff, or other Organisation business. Such records and information are strictly confidential, unless acting on the instructions of an authorised officer, on no account must information concerning staff, persons' served or other Organisation business be divulged or discussed except in the performance of normal duty. In addition records must be left in such a manner that unauthorised persons cannot obtain access to them and must be kept in safe custody when no longer required.

Health and Safety

- Take responsibility to ensure that relevant Health & Safety guidelines of the Organisation are met and that all staff are aware of the Health & Safety requirements of the services.
- Take personal responsibility for participating in mandatory training to ensure safe practices.
- Ensure the safety of persons' served as far as possible.

Review

- The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post.
- The Organisation will require flexibility in relation to areas where such flexibility is considered to be reasonable and accords with the competence and safety to staff involved.

Particular of Employment

- An initial probationary period of six months applies to this role.
- Your work performance and conduct will be regularly appraised during the period of your employment.
- Employees should plan work, using initiative and maintaining a high standard of service at all times.
- Employees must treat persons' served, visitors and other team members at all times with respect and dignity.
- Employees must be aware at all times to maintain the dignity of persons' served, particularly in the areas of personal care.

Qualifications / Experience

Qualification

- A relevant 3rd level qualification in the Human Services sector eg. Health & Social Care Experience

Essential

- Demonstrated understanding and experience of working with individuals/families
- Excellent communication skills, verbal, written, report writing and presentation
- Previous experience of leading and developing staff
- Ability to build and foster positive relations with stakeholders
- Able to demonstrate good attention to detail, good judgement showing logical decision making and a hands on approach
- Excellent time management skills with a focus on customer service
- A confident self-starter with the ability to operate in a dynamic environment
- Experience of planning, budgeting and forecasting
- Excellent MS Office skills with advanced spreadsheet skills
- An ability to manage conflict and problem solve.

Desirable

- Previous experience working with people with disabilities would be an advantage.
- Experience of working in an interdisciplinary team setting.

Competencies

- Communications
– *strong communicator with excellent interpersonal skills*
- Influencing and Negotiating
– *ability to build relationships, internally and externally*
- Planning, Organising and Prioritising
– *works to optimise outputs*
- Commitment to achieving the highest level of Professional Service
– *demonstrates a commitment to highest standards of quality service and outcomes.*

Key Performance Indicators (KPI's) / Outcomes

- Excellent working relationships across the organisation

Other Requirements

- Travel as required
- Full driving license with access to a vehicle
- Availability to work flexible hours

Remuneration

- Salary range €57856-€75210 - DOE
- 26 annual leave days per annum
- Annual salary increments – for applicable roles
- Flexible working and Work Life Balance Initiatives in place
- 2 Discretionary Days annual leave (Good Friday & Christmas Eve)
- Access to Contributory Pension scheme following probation
- Free Life Cover benefit
- Generous paid sick leave (6 months full & 6 months half) – based on service
- Paid maternity leave
- Long service awards
- Revenue approved mileage rates
- Comprehensive induction and training programme including specialist brain injury training
- Career development opportunities
- Employee Assistance Programme
- Bike to Work Scheme
- Access to Health Care Staff Credit Union

This job description is intended as a summary of the primary responsibilities and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or that may be required to do either now or in the future.

ABI Ireland is an Equal Opportunities Employer