

STEWARTS

Job description

Job title:	Rehabilitation Coordinator
Reporting to:	Head of Pro Bono and Business Development Manager
Department:	Pro Bono
Office:	London
Purpose of role:	Working alongside our fee earners to assess and monitor our clients' support and rehabilitation needs, through either telephone/video conference assessments or face-to-face visits.
Hours:	Permanent, full-time
Reviewed:	April 2024

The Injury Group at Stewarts aims to maintain its position as the leading catastrophic injury practice in the country and to continue to provide the highest level of service for our clients who have sustained serious life-changing injuries – in particular brain injuries, spinal cord injuries and amputations. Those clients will include those with claims and those who do not have claims but are being supported by our Pro Bono team.

Job responsibilities:

- Work with our solicitors running cases to provide clinical and therapeutic advice to our clients
- Support clients and their families through the litigation process and, in particular, before funds are available to pay for private case management and/or therapies
- Working with our Pro Bono team assisting seriously ill and injured clients with non-compensation legal issues, often in circumstances where the client does not have a claim for compensation.
- Work with hospitals where clients are being treated
- Coordinate with statutory services
- Coordinate with private rehabilitation and case management companies
- Conduct or sit in on interviews with case managers on behalf of the client or their family
- Travel to meet clients face to face
- Increase the profile of the firm within the NHS and other healthcare organisations

Job skills and qualifications:

- Must have a clinical background and be a qualified physiotherapist, occupational therapist or nurse (ideally with experience of working within the NHS, also in private case management or rehabilitation)
- Must have a background of working with people who have sustained life-changing injuries – birth injuries, brain injuries, spinal cord injuries and amputations
- Demonstrate a mature and empathetic approach to seriously injured people
- Well organised, uses initiative, prioritises appropriately, applies self, shows attention to detail, manages own workload and meets deadlines
- Demonstrates excellent communication and interpersonal skills (respectful, positive, articulate, professional and sympathetic)
- Delivers helpful internal services with a “can do” approach, shows commercial awareness and represents the department/firm appropriately
- Shows sound judgement and decision-making skills; acts within boundaries
- Shows commitment, passion and enthusiasm
- Is a respectful, reliable and supportive team player