FAYE HAMMOND CONSULTANCY

Care, Quantum and Case Management

PROFESSIONAL BACKGROUND AND EXPERIENCE

Joshua Hollingworth

Case Manager assistant / Business Admin

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Josh is an aviator and flight-related activity lifetime enthusiast. In 2017, he joined the Royal Air Force Air Cadets (RAFAC), advancing to rank Corporal, and then later Sergeant. While a member of the RAFAC, he enrolled in a variety of courses including first aid, leadership qualifications, and a course of teaching. Because of his positive experience with the RAFAC, Josh has decided to come back in 2025 as a Cadet Force Adult Volunteer, i.e., a Civilian Instructor. He desires to utilise his experience and know-how for the benefit of the next generation of Air Cadets while also using his free time for his personal development.

Before joining Faye Hammond Consultancy, Josh had experience working for the local community in a leisure centre and for his local Tesco store, both earning workplace experience before venturing into his career life. He has managed to leverage his previous experience and skills effectively in his current work position at FHC, continuously improving his skills to allow him to address his responsibilities within the firm.

Josh had studied his A-Levels in Physics, Politics, and Geography before joining FHC. He believes that a lot of what he has learned is perfectly placed to be put into action within his current role.

Josh became a full-time member of Faye Hammond Consultancy as Office Admin Support in April 2024, originally having begun as a short-term temp in December 2023. He has taken what he learned before and used it to become a competent administrator. His duties at Faye Hammond Consultancy include responding to business enquiries by email, telephone, or personally, offering advice or information, assisting case managers when required, preparing letters and reports, maintaining ordered filing systems, and assisting office staff and the Operations Manager in order to ensure the efficient day-to-day running of the business.

Since beginning full-time work, Josh has progressed in his Admin Support role by applying the knowledge and ability he has acquired to assist Case Managers and the management team to

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provide effective support to clients. Through close coordination and cooperation with Case Managers and gaining good knowledge of case management, he will be stepping into the role of 'Case Manager Assistant' in April 2025. Working on assisting Case Managers with their caseload, visiting where required, assistance with assessments, reporting, corresponding with relevant professionals and carrying out general case management support activities to offer the highest possible level of service to the clients and their family.

Josh will also help to manage new cases and active referrals. A part of his new role is that he is also going on to study towards a Level 5 Adult Healthcare qualification, and work closely alongside FHC Case Managers to obtain further knowledge regarding case management as well as embracing his role completely as Assistant Case Manager.