

Employability Learning Network

An Interview with....

Fiona Kennedy
Case Manager, Salus



Based within Coatbridge, Salus consists of one of the largest NHS based multi-disciplinary teams in Scotland. Through its various services Salus Case Management Services offer a comprehensive service to clients who are:

- In work and experiencing health problems
- Off sick and requiring help to get back to work
- Seeking work, training or further education and experiencing barriers due to a health problem
- Experiencing barriers due to being involved in the criminal justice system

How long have you been a case manager at Salus?

Since September 2008.

What does your job involve?

Client assessment and then the co-ordination and facilitation of various services tailored to suit the client's needs. This can include advice and support, counselling, Bowen therapy, confidence building and physiotherapy. My role also includes regular reviews to monitor and encourage progress.

What do you think are the benefits of a case manager approach?

One dedicated advisor for clients to contact, as well as the ability to take a person centred approach to deal with barriers that the client is facing.

What makes a good case manager?

A good listener. Creative problem solving skills and passion for supporting individuals to move forwards in their life.

What is the advantage of a close working relationship between health and employability organisations?

A co-ordinated approach to helping clients deal with the various barriers that they may be facing, and the ability to learn from each other in relation to supporting individuals.

What is your top tip for developing integrated health and employability services?

Communication! You need to have a structure in place to share information effectively, and ensure that good feedback processes are in place.

Where do you see yourself in 3 years time?

Definitely still in a client-facing role, enjoying face to face interaction with clients and helping them to progress.

