Frances Holden

Case Manager

AMS Case Management

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Personal Profile

I am an experienced and compassionate Case Manager and qualified Social Worker with over 20 years' experience across health and social care settings, supporting individuals with complex physical, mental health and social care needs.
I have extensive experience in assessment, rehabilitation planning, risk management, safeguarding and multi-agency coordination, working closely with healthcare professionals, families, statutory services and third-sector organisations.

Throughout my career, I have managed complex and high-risk cases, facilitated successful transitions, promoted independence and supported individuals to achieve meaningful, person-centred outcomes.
I bring five years of management experience alongside a strong understanding of relevant legislation, including the Care Act (2014), Mental Capacity Act (2005) and Human Rights Act (2008).

I am passionate about building positive, trusting relationships and engaging effectively with individuals whose circumstances may be complex or challenging.
My collaborative approach, strong communication skills and commitment to high-quality, evidence-based practice enable me to coordinate services effectively and deliver tailored support that helps people achieve their goals and maximise their independence.
I am committed to continuous professional development and maintaining the highest standards of professional practice.

Education and Qualifications

- BA (Hons) Social Work
  University of Manchester 2009
- Safeguarding Level 3 Adults and Children

Professional Registrations and Memberships

Social Work England

BASW England
The professional association for social work and social workers

Professional Employment

AMS Case Management – Case Manager

October 2026 - Current

I work with children and adults to provide a holistic, person-centered assessment that addresses a person's rehabilitation needs. I provide emotional, practical and personal support to encourage, empower and enable the client's recovery and promote positive outcomes.
My aim is to assist the client to fulfil their potential by maximising their rehabilitation and I strive to offer individual tailored support packages of the highest standard.

I work on cases that are both pre- and post-settlement and I work to BABICM standards.

Roles and responsibilities include:

- Carry out assessments that include recommendations for rehabilitation and costings.
- Establishing a local network of therapists
- Creating support plans
- Risk assessing
- Producing monthly progress reports
- Implementing, coordinating and reviewing rehabilitation regime
- Liaising with statutory services

Bury Metropolitan Borough Council – Team Manager/ Advanced Practitioner

May 2022 – October 2026

Working with young people transitioning to adult services and adults with complex, high-risk needs, I supported them through assessment, risk management and multi-agency coordination.
Initially as an Advanced Practitioner and then as a Team Manager, I led on complex case work, chaired professional meetings and contributed to court-related processes. I provided leadership through supervision, case consultation, workload allocation and staff support, while working with senior leaders and partner agencies to drive service development and positive outcomes.

Lancashire County Council – Team Manager / Social Worker

March 2013 – May 2022

During my time at Lancashire County Council, I gained extensive experience in assessment, rehabilitation planning and care coordination across hospital, community and intermediate care settings.

As a Social Worker and later Team Manager, I led multidisciplinary teams delivering person-centred assessments, discharge planning, reablement and rehabilitation pathways to support individuals' recovery, independence and safe return to the community.

I managed staff, workloads, supervision, performance and service development while overseeing complex assessments, support plans and resource allocation.
Working closely with health professionals, therapists and community services, I helped coordinate rehabilitation-focused interventions, facilitate timely hospital discharges and improve outcomes for individuals with complex needs. Throughout these roles, I maintained a strong focus on collaborative working, legal literacy and continuous service improvement.

Additional Information

- ☑ Full clean driving licence
- ☑ Personal references and DBS information available on request
- ☑ For further references and testimonials please see our website www.amscm.co.uk

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