

Casework Manager

Location: Canary Wharf, London
Reports to: Professionals Regulation Manager
Grade: C

Job purpose

To manage and support Case Officers and Lead Case Officers in the Professionals Regulation team to make sure that fitness to practise concerns are investigated and progressed to final resolution in line with the GPhC's objectives and targets around quality, timeliness and cost. To manage and oversee investigations outsourced to our panel firms.

You will have responsibility for making sure that investigations concerning fitness to practise are conducted to high standards in line with an agreed investigation plan, that cases are risk-assessed and escalated as appropriate and case outcome decisions are made in accordance with guidance and procedures.

Main accountabilities

- Effectively manage the performance and development of Lead Case Officers and Case Officers within your team, making sure that they meet their individual and collective objectives and targets.
- Work collaboratively with colleagues to provide guidance and support to Lead Case Officers and Case Officers to make sure that all cases are planned, managed, progressed, and closed in line with our processes and procedures and with the appropriate legal and clinical guidance. Risk assessments are undertaken and recorded with steps taken to manage any risks identified.
- Oversee the management of cases held by one of our panel firms, making sure they adhere to our targets, processes and procedures.
- Undertake monitoring, review and quality assurance of investigations within the team and provide feedback on the conduct of an investigation.
- Coach and support Lead Case Officers and Case Officers within the team, including new members of staff.
- Make sure that the team provides high standards of service to those raising a concern and to registrants, witnesses and others involved in the matter.
- Manage serious, complex or high-profile cases where necessary, making sure that they are planned, managed, progressed, and closed accordingly.

- Work collaboratively with other Casework Managers to make sure there is consistent quality across teams, and resources are used efficiently and effectively.
- Review recommendations on case outcomes, making sure proportionate case outcome decisions are made in line with GPhC policies, procedures and relevant legislation.
- Maintain up to date knowledge of developments in fitness to practise and regulatory case law and best practice, including any guidance issued by the Professional Standard Authority; and apply and pass on this knowledge as appropriate.
- Operate as an effective and valuable member of the team and represent or deputise for the Professionals Regulation Team Manager as required.
- Be a positive and proactive role model for promoting change and improvement within Fitness to Practise.
- Carry out such other duties across the professionals regulation team as may be required.

Table 1: Knowledge and skills for this job

Knowledge and skills for this job	Essential	Desirable
Proven track record of effective case management against agreed targets with significant experience in an investigations role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of successfully managing people and wider stakeholders and their performance, including business planning and objective setting; making the best use of people’s skills to achieve business objectives while motivating and developing staff.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Effective verbal and written communication skills, able to influence and deal tactfully with a wide range of people, and prepare reports, presentations and briefings on complex and sensitive issues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team player who is proactive and passionate about driving continuous improvement and with experience of coaching staff.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Detailed knowledge of investigative methods, rules of evidence and the legislative and policy framework in the healthcare regulatory environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to assimilate, understand and interpret complex legislation relevant to the role and able to pass this on to others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to champion the implementation and use of new systems and procedures, including using information and communication technology.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work with the Microsoft Office Suite, case management systems and to grasp new systems quickly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to analyse, manage and problem-solve complex and sensitive issues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have an appreciation of the confidential nature of the work and the importance of data protection.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply the relevant management systems, procedures, policies and training related to risk management, health and safety, information security, data protection and business continuity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Knowledge and skills for this job	Essential	Desirable
Apply and manage the diversity and equality policy and practice pertinent to the role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC and you will be required to perform any other reasonable duties as may be assigned from time to time.