

Fitness to Practise – Case Manager Job Profile

About the HCPC

The Health and Care Professions Council (HCPC) is the regulator of 16 different health and care professions, set up to protect the public. To do this, we keep a register of professionals who meet our standards for their training, professional skills, behaviour and health.

The organisation employs around 200 employees, who work in nine departments - Registration; Fitness to Practise; Education; Communications; Policy & Standards; Operations; Human Resources; Finance and IT.

About the Fitness to Practise Department

The Department is currently made up of 75 members and is split into three sections – Case Management, Adjudication and Assurance & Development.

- The Director of Fitness to Practise heads up the Department and is a member of the Executive Management Team (EMT). The Director is responsible for the overall leadership and management of the Department
- The PA to the Director of Fitness to Practise provides administrative and secretarial support to the Director of Fitness to Practise

Case Management

- The Head of Case Management reports to the Director of Fitness to Practise and is responsible for the management and leadership of the Case Management function of the Fitness to Practise Directorate
- The Head of Investigations reports to the Head of Case Management and is responsible for the management and leadership of the Investigations and Administration functions of the Fitness to Practise Directorate
- The Investigations Managers reports into the Head of Investigation and manage and lead the Case Team Managers and the Case Support Manager.
- The post of Case Support Manager reports into the Investigations Manager and manages and leads the Case Support Officers

- Case Support Officers provide case management support to the Case Manager
 - Case Team Managers report into the Investigation Managers and manage and lead a team of Case Managers, the Case Team Manager – Advancement Team leads the team which specialises in the progression and advancement of cases.
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Vacancies

- Case Manager x 3

We are currently recruiting for 3 Case Managers to join the team,

- Case Managers are responsible for the management, investigation and presentation of fitness to practise cases. There is a Case Team with specific responsibility for the management of registration appeal cases, prosecution of offences and health and character cases

2 of the roles are being recruited on a 12 month fixed-term basis, to cover maternity leave within the department with 1 of the roles being permanent.

- The Administration Manager reports into the Head of Investigations and manages and leads the team of team administrators
 - The Team Administrators provide general administrative support to the Department and its employers. The Team Administrators are the first point of contact for queries into the department

Adjudication

- The Head of Adjudication reports to the Director of Fitness to Practise and is responsible for the management and leadership of the adjudication function of the Fitness to Practise Directorate
- The Adjudication Manager reports to the Head of Adjudication and manages and leads the Hearings Officers and Hearings Team Managers. The post holder is also responsible for the delivery of panel member training alongside the Investigations Manager
- The Hearings Team Managers reports to the Adjudication Manager and is the main point of contact for queries about the hearings teams work. The post holder also acts co-ordinator for Investigating Committee Panel meetings

- The Hearings Officers report to the Hearings Team Managers and are responsible for the officering of Fitness to Practise hearings and for ensuring appropriate support is provided to all those (and in particular witnesses) who attend hearings
- The Scheduling Manager reports into the Head of Adjudication and manages and leads the team of Scheduling Officers
 - The Lead Scheduling Officer reports to the Scheduling Manager and is the main point of contact for queries about upcoming hearings
 - The Scheduling Officers report into the newly created post of Scheduling Manager and are responsible for the scheduling and listing of fitness to practise and registration appeal panel hearings

Assurance & Development

- The Head of Assurance and Development reports to the Director of Fitness to Practise and is responsible for the management of the fitness to practise quality assurance and planning function
 - The Quality Compliance Officer reports to the Head of Assurance and Development and is responsible for ensuring compliance with FTP policies and procedures
 - The Assurance and Development Officer is a newly created role and reports to the Head of Assurance and Development. The post holder is responsible for assisting in the development and implementation of processes to support the work of the department

Application & Selection Process

Applicants for the Case Manager roles must complete the HCPC application form in full.

Please note: any CVs submitted will not be seen by the panel for the purposes of shortlisting or at an interview.

Applicants for the role will be shortlisted by a panel during **w/c Monday 11 November 2013**

Successful candidates will be invited for an interview on **Thursday 28 November 2013**

Please try to ensure your availability on this date, as it may not be possible for the panel to see you at another time.

Completed applications should be sent to: recruitment@hcpc-uk.org

Alternatively they can be posted to:

Human Resources
HCPC
Park House
184 Kennington Park Road
London
SE11 4BU

Enquiries should be directed to: HR - 020 7840 3476

The closing date for applications is **Monday 11 November 2013 at 09.00am.**

Job Description – Case Manager (Case Teams 1, 2, 4 & 6)

Department: Fitness to Practise
Reports To: Case Team Manager
Salary Band: Band D

Main Purpose of Job

- To manage and investigate cases dealt with by the Fitness to Practise Department.
- Contribute to the design, development and implementation of processes to support the work of the department.
- To ensure that a high quality of customer service is provided to all customers, both internal and external.
- Contribute to the provision of witness support.
- Act as Presenting Officer in Article 30 reviews, Interim Order and substantive cases.

Position in Organisation

- Reports to a Case Team Manager.
- Liaises with external Lawyers, Police Forces, Courts Services, employers of Registrants, Trading Standards Officers and other relevant external stakeholders.
- Liaises with all employees internally, in particular, the Communications Department and the Registrations Departments.
- Liaises with Adjudication team regarding the organisation of Hearings.
- Investigates cases dealt with by the Fitness to Practise Department, including use of Statutory Powers delegated by Committees and Council, and taking statements from witnesses.

Scope of Job

- Responsible for the management and investigation of a varied and complex case load including fitness to practise allegations, Registration Appeals, and prosecution of Offences.

Dimensions and Limits of Authority

- Manage and investigate cases in line with HCPC policies and procedures.
- Use of Statutory Powers to demand information as required.
- Instructing external Solicitors on cases managed by the Fitness to Practise Department.
- Monitor application of Part V and VI of the Health and Social Work Professions Order in hearings and advise the Case Team Manager if any problems arise.
- Act as Presenting Officer at Fitness to Practise Hearings.

Skills, Knowledge and Abilities

Essential

- Educated to degree level and/or relevant knowledge and understanding.
- Demonstrated ability of working with committees or panels within a complex framework and managing tribunal type processes, or the ability to do so.
- Demonstrated ability to investigate and manage complaints and present outcomes of investigations to committees and panels.
- Strong analytical, critical examination (including ability to conduct witness assessments), and report writing skills.
- Demonstrated ability of working within defined Regulations and legislation, and following procedures, including the ability to interpret and learn legislation where necessary.
- The ability to learn and understand Part V and VI of the Health and Social Work Professions Order and apply this knowledge as required and of HCPC's Prosecutions and Health and Character policies.
- Excellent oral communication skills, including demonstrated ability to present information confidently, clearly and succinctly.

- Ability to deal with people from all levels and from a diverse range of backgrounds including people who may be vulnerable and deal with these issues sensitively and pragmatically.
- Leadership skills, in particular, providing support and guidance to all parties involved in a Case.
- Ability to work under pressure, to deadlines and with minimal supervision.
- An understanding of professional regulation or a willingness to develop this if not currently held.
- Sound working knowledge of window based software packages, including word processing, spreadsheets, databases, electronic mail, and the internet.
- Willingness to travel throughout the UK, this will involve overnight stays as required.

Duties and Key Responsibilities

Your principal duties and key responsibilities will be those set out below. In addition to those duties, HCPC reserves the right to require you to undertake additional or other duties within your capacity as may from time to time be reasonably required and necessary to meet the needs of the HCPC.

- Investigate and manage a variety of complex cases with a thorough knowledge of the relevant legislation, policies and procedures.
- Act as the primary contact for relevant internal and external enquiries and briefings relating to a case load, including handling options and instructing solicitors.
- Advise the public, registrants and other organisations about the HCPC and the functions and processes of the Fitness to Practise Department.
- Maintain and review paper and electronic systems and databases to record cases handled by the Fitness to Practise Department, making sure information is kept up to date, accurate and accessible in accordance with relevant Policies.
- Preparing cases and attending panels to facilitate decision making, advising on the factual aspects of the case as necessary.
- Analyse complex case information and take decisions relating to the direction of the investigation within HCPC policies and procedures.
- Provide managers and the Director with up to date information about cases.
- Presenting a variety of cases in line with the Fitness to Practise Case Management strategy, including directing Panels to the relevant provisions of the Order and Rules.

- Undertake Witness Assessments and take witness statements.
- Contributing and assisting in projects relating to the Fitness to Practise Department.
- Assisting in the training and integration of new Fitness to Practise Department employees.
- Providing cover for other roles within the department.
- To carry out the responsibilities of the post with due regard to the HCPC's Diversity Policy and to treat colleagues and other HCPC stakeholders with respect and dignity at all times.