

## Information pack for applicants

### Appointment of Case Manager:

- Permanent role in the Regulation Department



**Closing date for applications:** 11.30am on Wednesday 5 June 2024

**In person interviews to be held:** Wednesday 12/Thursday 13 June 2024

Dear applicant

Thank you for your interest in applying for a position within the Regulation Department.

The purpose of this pack is to provide you with an understanding of the General Osteopathic Council (GOsC) and the Case Manager vacancy.

Within Regulation we receive concerns about osteopaths' fitness to practise. This may encompass misconduct, competence, convictions and health concerns. We also receive concerns about individuals that may be using the title of osteopath unlawfully.

You will be responsible for investigating and managing fitness to practise concerns and protection of title cases from initial receipt of a case to disposal following a final hearing (or case closure/prosecution for protection of title concerns), while adhering to our Key Performance Indicators (KPIs).

You will be joining our team of seven within a busy Regulation department. You will report directly to the Head of Fitness to Practise but will also work closely with me as the Director of Fitness to Practise, four other Case Managers and the hearing clerk. We're looking for someone with recent case management experience who has empathic skills along with a high level of integrity to manage confidential and sensitive issues.

We offer the flexibility to work remotely and from the office at Osteopathy House, London but staff are expected to attend the office for a minimum of four days per month.

The GOsC is a small regulator with circa 29 staff, and applicants will need to demonstrate they are flexible and keen to support and help others in all aspects of our work.

I look forward to hearing from you.

Yours sincerely

Sheleen McCormack  
Director of Fitness to Practise  
May 2024

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## Contact

If you have any queries about this role please contact David Bryan, Head of Fitness to Practise [dbryan@osteopathy.org.uk](mailto:dbryan@osteopathy.org.uk), Jane Saunders, Human Resources Administrator or Amanda Chadwick, Human Resources Manager  
[hr@osteopathy.org.uk](mailto:hr@osteopathy.org.uk)

## **Introduction**

The General Osteopathic Council (GOsC) is the regulator of osteopaths in the UK. Our purpose is to protect the public by ensuring high standards of education, practice and conduct among osteopaths and the integrity of the statutory Register. Osteopaths are required to be registered with the GOsC and there are just over 5,540 osteopaths on the Register today.

We commit to carrying out and delivering on our responsibilities collaboratively and respectfully, informed by evidence, and to constructively support and influence those we work with to enhance public protection.

The GOsC is a charity registered in England and Wales (1172749).

### **The role**

We are currently recruiting for a full time Case Manager.

This is a pivotal role for someone who is responsible for investigating and managing fitness to practice concerns and protection of title cases throughout the entire process, from initial receipt of a case to disposal following a final hearing (or case closure/prosecution for protection of title concerns), while adhering to KPIs.

Salary is **£38,048** per annum and there are excellent benefits.

You can read more about the role on page 5 and more about the GOsC on page 6.

### **Equality, Diversity and Inclusion**

The General Osteopathic Council (GOsC) considers diversity to be a strength. We wish to encourage applications from candidates of all backgrounds, identities and/or protected characteristics, including individuals from across the UK including Scotland, Wales and Northern Ireland.

We value and promote diversity and are committed to equality of opportunity for all. All appointments are made on merit. We believe that for any organisation to be successful, it needs to work with the most talented and diverse people available. We positively encourage applications from people from all communities and backgrounds with a broad range of experience. We will deal with your application fairly and all decisions we make about it will be based on merit and your ability to meet the competencies required for the role.

## **About the role**

### **Case Manager**

#### **Main purpose of job**

Investigating and managing fitness to practise concerns and protection of title cases from initial receipt of a case to disposal following a final hearing (or case closure/prosecution for protection of title concerns), while adhering to KPIs.

#### **Position within organisation**

Reports to the Head of Fitness to Practise.

#### **Benefits**

- Case Manager: starting salary of £38,048 per annum
- 30 days' annual leave, including three days at Christmas time, plus bank holidays
- buying of annual leave scheme
- volunteering days
- company pension scheme
- single private medical cover
- health assessment tri-annually
- season ticket loan for rail travel
- £250 for osteopathic treatment per annum
- life insurance cover (4x salary)
- employee assistance scheme

#### **The work environment**

Part of a team of seven we offer the flexibility to work remotely and from the office at Osteopathy House, 176 Tower Bridge Road, London SE1 3LU. You will be expected to attend the office for a minimum of four days per month.

## About the General Osteopathic Council

The General Osteopathic Council (GOsC) has a statutory duty to develop and regulate the profession of osteopathy with an overarching function of 'protection of the public'.

The core functions of the GOsC are:

- Assuring the quality of osteopathic education and training for osteopathic students and education providers.
- Registering qualified professionals on an annual basis and ensuring their continuing fitness to practise as osteopaths.
- Setting and promoting high standards of osteopathic practice and conduct.
- Helping patients with concerns about osteopaths and, where necessary, dealing with those concerns which can result in restrictions or removal of osteopaths from the Register.

The work of the GOsC is guided by our vision, which is to be an inclusive, innovative regulator trusted by all and by our Strategy 2024-30, which sets out the overarching approach that we intend to follow to fulfil our statutory objectives. These objectives are organised under the following three key priorities:

- **Strengthening trust:** We will work to enhance and improve our relationships with those we work with so together we can help protect patients and the public.
- **Championing inclusivity:** It is important to us that people who interact with us, or who work for us, can be their true selves and that we understand and break down any barriers which prevent them from doing so.
- **Embracing innovation:** We will continually seek out and take opportunities to improve what we do and how we do it, so we continue to improve as an organisation.

To learn more about our strategic priorities, please review the corporate documents available at: [osteopathy.org.uk](https://osteopathy.org.uk), including the [GOsC Strategy](#) and our [Annual Reports](#).

## Our values

We work collaboratively to be an influential and respectful regulator with an evidence-informed approach.

**Collaborative:** We work with our stakeholders to ensure patients and osteopaths are at the centre of our approach to regulation.

**Influential:** We seek to support and develop those we work with to enhance public protection.

**Respectful:** We seek to hear, understand and consider the views of the people with whom we engage.

**Evidence-informed:** We use a range of evidence to guide our work to ensure the best outcomes for patients and the public.

## Competencies required for the role

We will be assessing candidates against the criteria given below.

Competency	Evidence
<b>Investigation and analytical skills</b>	<ul style="list-style-type: none"> <li>• Proven ability to prepare cases for fitness to practise committees.</li> <li>• Proven ability to investigate section 32 cases, Protection of Title concerns, and where necessary, prepare cases for prosecution.</li> <li>• Proven ability to plan and investigate complex concerns with the ability to adapt a multi-agency approach.</li> <li>• Proven ability to analyse and evaluate complex information and conduct continuous risk assessments.</li> <li>• Proven ability to weigh up the integrity of evidence and deduce what implications that has on risk assessments.</li> <li>• Proven ability to interview witnesses, support witnesses as well as instructing Counsel during substantive hearings.</li> </ul>
<b>Case Management skills</b>	<ul style="list-style-type: none"> <li>• Recent experience in effectively managing a caseload.</li> <li>• Proven ability to collate, organise and present information/documents in bundles and other reports in an organised manner which is easy to understand and fit for use by Fitness to Practise Committees or equivalent.</li> <li>• Proven ability to prioritise work and progress caseload to standards set out in KPIs.</li> <li>• Good IT skills required for producing bundles and using/training case parties to use online platforms such as Caselines and GoToMeeting.</li> <li>• Proven high attention to detail.</li> </ul>
<b>Communication skills</b>	<ul style="list-style-type: none"> <li>• Proven excellent verbal and written communication skills, tailored to purpose and target audience.</li> <li>• Proven ability to produce comprehensive reports and witness statements.</li> <li>• Proven emotional intelligence and ability to communicate sensitively.</li> </ul>

Competency	Evidence
<b>Quality and customer service</b>	<ul style="list-style-type: none"> <li>• Proven ability to balance quality and quantity, ensuring work meets service standards while adhering to data protection legislation and internal policies.</li> <li>• Proven ability to provide a high standard and timely customer service to case parties and stakeholders, adopting service delivery to meet their needs.</li> <li>• Proven ability to be transparent.</li> <li>• Exhibits high level of integrity including when dealing with sensitive and confidential information.</li> </ul>
<b>Team working</b>	<ul style="list-style-type: none"> <li>• Proven ability to closely liaise with management when progressing cases, including providing weekly updates at case reviews and as and when required.</li> <li>• Proven ability to conduct ad-hoc duties and cover for colleagues including cover for hearings clerk as and when needed.</li> <li>• Proven ability to closely liaise with hearings clerk and Counsel for substantive and interim suspension order hearings.</li> </ul>



## **Activities:**

### **Investigating and managing concerns<sup>1</sup>**

- Receiving and investigating concerns about registrants' fitness to practise through the entire fitness to practise process.
- Investigating allegations made in line with legislative procedures and Council's policies and KPI's.
- Applying protection of title section 32 procedures in cases where it is alleged that an individual may be in breach of this law.

### **Case work progression**

- Preparing case papers, collating and organising documentation for consideration by the Investigating Committee, Professional Conduct Committee and Health Committee within the Council's agreed time targets and budget.
- Gathering and analysing evidence, conducting ongoing risk assessments, making sound evidence and risk-based decisions and recommendations on casework progression within framework legislation and internal policies/procedures.
- Identifying serious or complex cases and bringing these to the immediate attention of the Head of Fitness to Practise or Director of Fitness to Practise and preparing high risk cases for Interim Suspension Order applications and hearings.
- Preparing cases for consideration by a Screener
- Instructing external lawyers in cases that are referred to final hearing before the Professional Conduct Committee/Health Committee.
- Liaising with and supporting parties through final hearings.
- Training external parties to hearings on using CaseLines – a secure, purpose-built online system for managing evidence review in remote hearings and meetings.

### **Producing evidence-based reports<sup>2</sup>**

- Produce comprehensive case reports

### **Drafting allegations of impairment of fitness to practise**

- Drafting regulatory concerns and particulars of allegation
- Interviewing witnesses, drafting witness statements and agreed statements of fact, supporting witnesses.
- Preparing cases for the Investigating Committee and Professional Conduct Committee and Health Committee.
- Determining when a case is ready to be sent to a Screener.

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<sup>1</sup> Managing concerns about osteopaths and protection of title concerns throughout the entire fitness to practise process – often adopting a multi-agency approach - from receipt of an initial concern to disposal following a final hearing/consensual disposal, and case closure or prosecution for protection of title concerns.

<sup>2</sup> Which are framed around our statutory function of protecting public safety and maintaining public confidence in regulated professions - to rationalise recommendations to Tribunal Panels.

**Primary contact for internal and external queries on fitness to practise**

- Providing information about the Council's regulatory function (includes protection of title and fitness to practise) to internal and external enquirers and other authorities.
- Responding to concerns raised about registrants' fitness to practise and individuals' use of the protected osteopathic title.
- Responding to registrants' enquiries about the Osteopathic Practice Standards and the Council's regulatory procedures.
- Managing day-to-day correspondence with case parties and stakeholders.
- Providing support to colleagues within the Regulation Department where required, including clerking hearings when required.

**Ad-hoc duties**

- Conduct ad-hoc duties and cover for colleagues.
- Closely liaise with hearings clerk and Counsel for substantive and interim suspension order hearings.
- Training new starters (Case Managers) as and when required
- Voluntary work on ad-hoc projects.
- Covering for colleagues in their absence.
- Supporting colleagues and sharing knowledge with the team.

*This is not a definitive job description. You may be required to undertake such other tasks of a comparable order as are reasonably requested from time to time.*

## Applying for a post

All applicants are required to complete the following and return to [hr@osteopathy.org.uk](mailto:hr@osteopathy.org.uk) before the closing date:

- [Application Form 1](#)
- [Application Form 2](#)
- an up-to-date CV

Alternative formats of this information pack and the application forms are available on request from Amanda Chadwick or Jane Saunders by emailing [hr@osteopathy.org.uk](mailto:hr@osteopathy.org.uk).

We must receive your completed application before the closing date. **Late applications will not be accepted.**

**The application closing date is 11.30am on Wednesday 5 June 2024.**

### How we will handle your application

You will receive an automatic acknowledgement when we receive your application.

After the closing date for applications:

- Your application will be assessed to see whether you have demonstrated the skills, knowledge and behaviours required. **Please ensure that you provide evidence to support how you meet all the relevant criteria**, which are explained in the 'Competencies required for the role' section. The selection panel will be:
  - Sheleen McCormack, Director of Fitness to Practise
  - David Bryan, Head of Fitness to Practise
- If invited to interview, please note that interviews will be held in person on **Wednesday 12/Thursday 13 June 2024**. You will only be required to attend on one of these dates.
- Prior to your interview, you will be asked whether you require any 'reasonable adjustments' to be made to facilitate your participation in the process.
- The panel will ask you questions about your experience and expertise and will also ask specific questions to find out whether you meet the specified competencies.
- If you are unsuccessful, you will be notified by the GOsC's Human Resources team.
- If, after interview, your application is unsuccessful and you would like feedback, please email Human Resources at: [hr@osteopathy.org.uk](mailto:hr@osteopathy.org.uk).

**Dealing with your questions** – if you have any queries about your application, please email Amanda Chadwick or Jane Saunders, Human Resources Team at: [hr@osteopathy.org.uk](mailto:hr@osteopathy.org.uk). For questions about the role, please email David Bryan, Head of Fitness to Practise at: [dbryan@osteopathy.org.uk](mailto:dbryan@osteopathy.org.uk)