

Job Description:	Fitness to Practise Case Management Lawyer
Department:	Fitness to Practise
Reports To:	Senior Fitness to Practise Lawyer
Matrix management:	Case Manager (Frontloading)
Location:	Hybrid working with attendance at HCPC office in London at least one day per week

Scope of Job

To work as part of a legal team and wider FtP department to ensure the HCPC conducts timely, quality, proportionate and fair investigations.

Undertake frontloaded FtP case investigations, managing the case from receipt to case conclusion, including the final hearing stage if a case progresses that far. Instruct experts and obtain witness statements and other relevant evidence to ensure robust, quality, cases are presented to practice committees. Liaise with advocates and presenting officers to ensure cases are hearing ready and completed to timeliness and quality service standards.

Provide support, guidance and legal advice that will enable the fair and proportionate progression of fitness to practise investigations. Develop policies and guidance that develop and support our case investigation approach, and provide feedback, coaching and training to Case Managers

Main Duties & Key Responsibilities

- Plan, investigate and prepare fitness to practise investigations to our quality and timeliness service standards. Work collaboratively with colleagues to develop investigation plans, draft allegations, provide advice and recommendations for the disposal of cases.
- Determine the evidence required, accurately and proportionately, and ensure that all relevant evidence is obtained. Instruct experts and take statements from relevant witnesses, including those who may be vulnerable or require additional support.
- Keep under review the HCPC's ongoing disclosure obligations, including reviewing information gathered during the investigation and applying appropriate legal tests for disclosure of unused material.
- Within a matrix management structure, provide advice and direction to the Case Managers in your team to support their case management, including investigation planning, evidence gathering, case progression and assessment of risk.

- Provide advice and direction to the Case Managers in your team to support their decision-making, including on the application of the Threshold Policy and allegation drafting.
- Lead on the development of key policies and guidance that develop our case investigation approach, including the development of a frontloaded investigation approach.
- Contribute to the development and delivery of training for all Case Managers in the department.
- Proactively progress investigations in line with quality and timeliness key performance indicators. Organise, and plan your caseload effectively to ensure all cases progress efficiently, and that high profile, high risk and complex cases are prioritised.
- Accurately assess the risk presented in fitness to practise cases and ensure that high risk cases are quickly identified, prioritised and progressed for an Interim Order in line with key performance indicators.
- Analyse information and make sound, evidence-based decision on the progression or conclusion of cases, ensuring any changes in risk are quickly identified as the case progresses and develops.
- Build good relationships and work constructively with relevant internal and external stakeholders to ensure that cases are proactively progressed in line with policies, guidance and key performance indicators.
- Ensure that you adopt a compassionate approach to the regulation of our professions by adapting your communication method and frequency and using a compassionate tone when communicating with parties to a case.
- Proactively identify vulnerable parties to a case and ensure they are supported and signposted to additional support services
- Maintain and update your professional knowledge and skills, including knowledge of fitness to practise and regulatory case law and ensure own compliance with the law, policies, guidance, processes and internal KPIs.
- Identify when required and proactively seek advice and guidance from the Senior FtP Lawyer and relevant colleagues to ensure the efficient progression of your work.
- Work as part of the team, supporting and assisting colleagues, peers and your managers to achieve team priorities, objectives, targets and goals.
- Ensure case files are complete and accurately maintained on the case management system for case management and audit purposes. Deal with all case related correspondence, telephone calls and emails.
- Develop, manage and maintain relationships with key external stakeholders, in particular the HCPC's legal providers, partners, professional bodies, unions and those that represent our Registrants.

- Liaise with the HCPC's Tribunal Service to ensure cases are scheduled efficiently and cases are hearing ready. Engage with registrants, representatives and witnesses to ensure the smooth running of each case.
- Support the delivery of key development projects by proactively contributing ideas and supporting the development of processes, policy and guidance documents.
- Review case outcomes and share learning and best practice with colleagues.
- Support a continuous improvement culture by proactively sharing knowledge and contributing ideas, feedback and learning with colleagues across the department, and in internal meetings
- Understand and comply with the HCPC's Equality and Diversity Policy and treat colleagues and other HCPC stakeholders with respect and dignity at all times.
- Understand and comply with all HCPC policies, paying special attention to the Information Classification and Handling Policy, Health and Safety and Equality and Diversity Policy.

Please note that job descriptions cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Person Specification

Skills and Abilities

We are a certified Disability Confident Employer. The Disability Confident scheme supports us to make the most of the talents disabled people can bring to our workplace. We are therefore, committed to interviewing all applicants with a disability who meet the essential criteria on the person specification.

A = Application form C = Certificate I = Interview T= Test P = Presentation

	Essential/ Desirable	Category
Qualifications/ Equivalent Experience		
A minimum of 3-5 years PQE as a solicitor or barrister. Relevant pre-qualification experience will be considered.	E	A/C
Hold a current practising certificate	E	A/C
Experience		
Experience of practicing within professional regulation or other regulatory environment, providing advice to others	E	A
Experience of conducting investigations, obtaining evidence, making evidence-based decisions and preparing cases for a hearing.	E	A/I
Experience of managing high risk or complex investigations		
Experience of coaching and training colleagues	D	I
Proven experience of managing a full caseload of competing priorities	E	A/I
Communicating Effectively		
A high level of written English and verbal communication skills, including the ability to communicate professionally with internal and external stakeholders from all backgrounds	E	I/T
Ability to communicate in plain English, and adapt communication methods to suit audience needs	E	T
Ability to convey important and difficult information compassionately and clearly	E	T
A commitment to high standards of service delivery and excellent customer care	E	A/I
Investigation and Case Management		
Clear understanding of the rules of evidence and investigative methods	E	I/T
Ability to plan for and undertake witness interviews, draft witness statements and exhibit evidence	E	I
Ability to instruct experts and obtain expert opinion and reports	E	I/T
Ability to plan and deliver a complex investigation	E	I
Experience of witness handling, including those who may be vulnerable or have additional needs	E	I

Building Relationships		
Ability to work collaborative with others and foster excellent working relationships with colleagues to develop and deliver work in line with organisational priorities	E	I
Ability to build alliances (both internally and externally) to establish mutually beneficial working arrangements, openly sharing knowledge and insights	E	I
Excellent customer service skills with an ability to be empathetic and respectful towards people's needs	E	T
Demonstrated ability to work effectively within a team and provide a collaborative and flexible approach.	E	I
Planning and Organisation		
Strong organisational and time management skills, able to plan work effectively to manage competing priorities	E	I
Able to work under pressure and scrutiny, and deliver results to tight deadlines	E	I
Excellent attention to detail	E	T
Problem Solving and Initiative		
Ability to gather multiple perspectives to understand the breadth and depth of complex issues and come up with solutions	E	I
Ability to work independently and make sound evidence-based decision autonomously.	E	I/T
Strong legal analytical and critical examination skills, ability to assimilate and distil complex arguments and make sound decisions	E	A/I
Producing Reports		
Proven ability to produce accurate, high quality written reports, presenting complex information clearly	E	A/I
Knowledge and understanding of the role		
A good understanding of healthcare regulation and the context in which HCPC operates	E	A
A good understanding of UK regulatory law and rules of evidence.	E	A