

Criteria for the appointment of case managers

Background

- 1 The Medical Practitioners Tribunal Service (MPTS) is the statutory committee of The General Medical Council (GMC) responsible for providing a hearings service that is efficient, effective and clearly separate from the investigatory role of the Fitness to Practise Directorate.
- 2 The General Medical Council (Fitness to Practise and Over-arching Objective) and the Professional Standards Authority for Health and Social Care (References to Court) Order 2015 require the setting and publication of the criteria which a person must satisfy (whether in relation to qualifications, experience, competencies or other matters) in order to be eligible for selection to serve as a tribunal member.
- 3 This document constitutes the publication of those criteria.

Case managers

Technical knowledge and skills

- 4 The post holder needs to be a barrister, Chartered Legal Executive or Solicitor in England and Wales, with 5 years post qualification experience who will continue to meet the requirements of their own regulator.
- 5 The post-holder will maintain high standards of accuracy, with unwavering attention to detail, especially when working under pressure. Strong analytical skills are essential and the ability to write briefs and papers on related subjects is essential.
- 6 The ability to maintain confidentiality in all circumstances is essential in relation both to issues raised and evidence disclosed at case review meetings.
- 7 Good familiarity with standard IT systems including MS office packages, case management systems and reporting tools.

- 8 Experience in a case management/case handling role is essential, and the development and delivery of training would be desirable.

Communication skills

- 9 The post holder will be able to write clear, concise and accurate plain English.
- 10 A key skill is the ability to communicate complex issues in easily understood documents and in person. The ability to present information clearly, succinctly and accurately.
- 11 To handle conflict satisfactorily and be able to deliver authoritative directions in a legal environment is essential.

Interpersonal skills

- 12 Excellent interpersonal skills are needed as the role involves considerable interaction with people at all levels both within the MPTS, with other members of the GMC, with external legal professionals and directly with doctors engaged in the Fitness to Practise process.
- 13 The post holder will require excellent influencing skills and should have the self-confidence immediately to establish credibility at this level.
- 14 The Case Manager works as part of a team and is expected to foster excellent working relationships between colleagues at all levels within and beyond the office.

Organisation skills

- 15 Excellent organisational skills are required as the post holder is responsible for the smooth running of the case management process. He or she must ensure that there are effective systems and procedures in place to make best use of the resources available and take into account policy and future developments.
- 16 The post holder must be able to work under pressure, whilst maintaining the ability to think clearly, to make decisions and to solve problems. He or she must be able to deal with conflicting demands and prioritise work while ensuring that a high quality service is provided at all times and that deadlines are met. The post-holder will be required to achieve a high level of output to meet the challenging work agenda, including the simultaneous management of several cases.

Innovation and problem solving skills

- 17 The post holder must be able to lead and contribute to innovation and continuous improvement activity within his or her own area and that of the adjudication.

- 18** The post holder will have a logical approach to finding ways of solving or pre-empting problems.

People management skills

- 19** He or she must be able to delegate effectively, encourage initiative and empower decision-making at all levels.
- 20** A good understanding of equality and diversity issues and best practice relating to the role's responsibilities.
- 21** A good understanding of business processes and policies relating to the risk management, health and safety, business continuity and information security requirements of the role.