

ROLE PROFILE



Role title:	Case Manager	Responsible to:	Case Handling Team Leader
Division:	Medical Protection and Support	Department:	Case Handling
Direct Reports and Level:	None	Scope:	
		Scale:	0 People £0 Budget
		Regulated Function(s):	No
Evaluation Level	Implement	Role Family	

Overall Role Purpose
The Member Protection and Support Division is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. The purpose of the role is to support the provision of excellent case handling services for members which is trusted and valued and provides fair treatment and outcomes. The role will do this by managing a case load of files and using expert knowledge and judgement to formulate strategies in order to advise and guide members on relevant processes, ensuring an excellent member service is provided.

Accountabilities (RACI)	Measures of Success/KPI's
Service Delivery <ul style="list-style-type: none"> Deliver the performance of assigned case files in accordance with governance, policy and process ensuring quality and fair outcomes for the member and the membership fund Proactively manage assigned case files and work effectively to deliver within agreed SLAs ensuring maximum efficiency is achieved whilst providing an excellent service to the member. Escalate as required any technical matters and/or for advice using such opportunities to build confidence and competence in role Support Case Handling projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment 	<ul style="list-style-type: none"> Department Plan delivery Vs Plan Delivery of projects to plan Financial performance Vs plan Operational performance (KPI's) V plan
Financial <ul style="list-style-type: none"> Manage all spend incurred serving members in accordance with MPS organisation governance and policy Minimise case costs through proactively managing estimates, challenging costs and invoices from all third party Determine the level of member assistance to be granted in accordance with the membership policy and benefits on individual cases; escalate cases where out of policy discretion requires consideration. 	<ul style="list-style-type: none"> Reduction in third party spend Operational budget vs Plan Operational performance (KPI's) Vs plan
Member <ul style="list-style-type: none"> Manage informal complaints / expressions of dissatisfaction to achieve first touch resolution for our members and in accordance with policy standards and process ensuring fair outcomes for members, the membership fund Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes Deliver at all times fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities Using the most appropriate channel of communications, keep members regularly informed ensuring the advice and support reflects policy, relevant codes of practice, is technically accurate and with outcomes delivered in a professional and empathetic manner. 	<ul style="list-style-type: none"> Net promoter score Member feedback Member Experience Scores Complaints metrics Vs plan Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores

Date Developed: January 2020
 Date of last review: N/A
 Date of next review: January 2021

ROLE PROFILE



<p>People</p> <ul style="list-style-type: none"> • Take accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, legislation, policy standards and processes. • Take learnings from all Quality Monitoring and Outcome and Quality Assurance results to enhance own performance and quality service and outcomes for members • Build key relationships with internal and external stakeholders as necessary, liaising on cases to enhance quality service and outcomes for members • As own competence develops actively share learnings, knowledge and best practice with colleagues. 	<ul style="list-style-type: none"> • Delivery of Personal Development Plan to plan • One to one / performance review meetings Vs Plan • Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores • Progression against the competency framework
<p>Risk</p> <ul style="list-style-type: none"> • Identify and report risks and issues identified within Case Handling and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. • Adhere to appropriate business policies, processes, controls and regulatory requirements (as applicable) to ensure case handling within risk appetite • Make key case-handling decisions and use own judgement on when to escalate to the appropriate teams, considering the requirements of the individual case and member • Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook. 	<ul style="list-style-type: none"> • Risk & Control Self-Assessments • Quality monitoring outcomes / compliance to Training and Competence Scheme • Outcome testing results

<p>Responsibilities (RACI)</p>
<ul style="list-style-type: none"> • Provide cross team and departmental support where required to ensure KPIs are met and service standards are maintained • Support decision making in key internal governance meetings by representing the member voice and ensuring technical input is considered on matters; for high profile cases ensure the reputation of MPS is protected • Support the management of external and internal stakeholders by advocating the service delivered by MP&S; contribute with technical input into articles, webinars and presenting at conferences, teach ACM essential skills etc, as required. • Undertake other duties and tasks that from time to time may be allocated to the jobholder that are appropriate to the grade or role • Engages constructively with cultural and strategic changes taking place across the business

<p>Key Governance Responsibilities</p>
<p>N/A</p>

Leadership Framework Competencies	Level
Fresh Thinking	Leading Self
Building Capability in Self and Others	Leading Self
Influencing Others	Leading Self
Collaborating for Results	Leading Self
Leading Self and Others	Leading Self
Commercial and Risk Thinking	Leading Self

Date Developed: January 2020
 Date of last review: N/A
 Date of next review: January 2021

ROLE PROFILE



	Knowledge and Qualifications	Skills	Experience
Essential	<ul style="list-style-type: none"> Educated to degree level or equivalent experience in similar field / role 	<ul style="list-style-type: none"> Excellent oral and written communication Excellent interpersonal skills and the ability to demonstrate empathy and manage difficult conversations Investigative and analytical skills to provide a pragmatic approach to problem solving To work autonomously to ensure effective handling of cases. Management of complex and challenging situations Prioritisation and personal time management to deliver to SLAs / KPIs 	<ul style="list-style-type: none"> Customer service / member management Management of claims / cases of varying complexity
Desirable	<ul style="list-style-type: none"> Post-graduate level or equivalent experience Knowledge of medical/dental law and ethics, and regulatory environment, policies and procedures Legal or medical / dental qualification 		<ul style="list-style-type: none"> Experience in healthcare or legal background Experience of training, coaching or mentoring Regulatory / Inquests / Criminal Case management Working with medics / dentists or other professional bodies