



Recruitment to the position of

Fitness to Practise Caseworker

Information for applicants

**Letter from the Chief Executive and Registrar of
the GCC**



Dear applicant

Thank you for your interest in the General Chiropractic Council and in this opportunity. I hope you find this information pack useful as preparation for your application.

The GCC is an independent statutory body established by Parliament to regulate chiropractic in the UK to ensure the safety of patients undergoing chiropractic treatment.

This is a great time to be joining the GCC as we progress our ambitious strategy, and where we contribute to, and benefit from, significant changes to the healthcare regulatory landscape envisaged by Government.

Our Fitness to Practise team is key to ensuring we pursue our overarching statutory objective of protecting the public. The team investigates complaints from patients and the public about the safe and effective practice of chiropractors in the UK. You will be supporting our Investigators with complex cases and progressing your own lower risk cases, as well as providing administrative support to the team more widely.

The GCC is a great place to work, and we do so together. It matters to us that we make a real difference in protecting the public and developing the profession. We are positive and work hard – we support, value, care and trust each other. We innovate and embrace diversity and our growth.

Please read on for more information.

I wish you well with your application.

A handwritten signature in black ink, appearing to read 'Nick Jones', with a small flourish at the end.

Nick Jones

Chief Executive & Registrar

Overview of the GCC

The General Chiropractic Council (GCC) is an independent statutory body established by Parliament to regulate chiropractors in the United Kingdom, Isle of Man and Gibraltar. We are one of ten healthcare regulators, with our activities scrutinised by the Professional Standards Authority. We are the smallest of the healthcare regulators overseeing 3,250 registrants, with a budget of £2.7 million, employing sixteen staff. The Council comprises up to fourteen members, some lay and some chiropractors. Please refer to our [Annual Report and Accounts 2018](#) and the record of our [recent meetings](#).

This year has been a formative period for the GCC. We are implementing the changes envisaged in an ambitious [strategy 2019 - 2023](#).

The GCC is agile and seeks to punch above its weight at the heart of a complex and changing healthcare and regulatory landscape. The Government has responded ([July 2019](#)) to a consultation started in 2017 on the future of professional healthcare regulation. This sets out a path for change.

Our purpose, set out in The Chiropractors Act 1994 (as amended), is:

1. To protect, promote and maintain the health, safety and well-being of the public;
2. To promote and maintain public confidence in the profession of chiropractic;
3. To promote and maintain proper professional standards and conduct for members of the chiropractic profession.

To fulfil our core regulatory functions, we have powers to:

- set the standards approved educational institutions must meet and assure the quality of chiropractic education;
- publish the Code and standards that chiropractors must meet;
- register chiropractors who meet those required standards;
- audit and assure chiropractors' continuing professional development;
- investigate and take action against chiropractors if they fail to meet our standards;
- protect the title "chiropractor" by investigating and acting on potential breaches from unregistered practitioners.

In addition, the GCC also has a legal duty to develop the chiropractic profession. Only one other regulator has a similar duty to its profession. We work with three chiropractic professional associations and the Royal College of Chiropractors to fulfil this duty.

The GCC is in Kennington – located within a modern, light building shared with the Health and Care Professions Council: Park House, 186 Kennington Park Road, London, SE11 4BT. At present, the organisation is home based in line with government advice pertaining to Covid-19 but the situation is under close review.

It is close to Kennington Station on the Northern Line and served by many bus routes.

The Council

The GCC's governing body, the Council is responsible for ensuring that the GCC carries out its core functions while setting the regulator's longer-term strategy to fulfil its statutory duty.

It meets quarterly in public to ensure the functions of the GCC are fulfilled efficiently and effectively, that best use is made of the resources available to the GCC, and that its finances remain sound.

To this end, the Council sets the GCC's strategic direction and works with the Chief Executive and Registrar and senior team, accountable for the effective and timely delivery of the GCC's strategy, business plan and budget. The Audit and Risk Committee of the Council meets three times in the year.

Our Chair, Mary Chapman, was appointed in August 2017. Mary is a Chartered Director who, since 2008, has served as a non-executive board member for public organisations including the Royal Mint Ltd, the National Lottery Commission, the Insolvency Service, the Gambling Commission and Brunel University London. She chaired the Institute of Customer Service from 2009-15 and was a trustee of the Girls' Day School Trust for 10 years. She has just completed ten years as a member of the Archbishops' Council of the Church of England and Chair of its Audit Committee.

Nick Jones was appointed Chief Executive and Registrar of the General Chiropractic Council in February 2019 and is thrilled to lead the team working across the chiropractic system. He started his working career in social housing and was drawn to a career in regulation – working first for the housing regulator and then within system healthcare regulation ending up at the Care Quality Commission in 2010. From then (until joining the GCC) he was a Director at the Human Fertilisation and Embryology Authority, the government regulator responsible for making sure fertility clinics and research centres comply with the law. He believes that regulation undertaken well incentivises improvement and high-quality care for patients, its fundamental purpose.

The role

In the last year we have delivered an ambitious business plan to deliver the first year of the new Strategy. We have:

- Put in place a modern digital 'estate' (a new website and CRM system) to ensure we communicate more effectively, and a place where registrants can carry out transactions with us more easily.
- Redesigned the way we carry out Fitness to Practise work, putting in place new processes to enhance regulatory work such that it is efficient and effective for patients and registrants.
- Begun to draw out themes from our work enabling us to share lessons for the profession to promote good performance and improvements in care, for

example on publishing lessons learned from advertising cases; gathering the learning from recent cases heard; publishing a monthly newsletter; increasingly utilising our voice on sector platforms to convey our hopes and expectations to the profession, and so on.

- Facilitated work to bring leadership to the 'system' of chiropractic to ensure that collectively, the profession develops. This includes working collaboratively with the Chiropractic associations, the Royal College of Chiropractic, students and the education programme providers – and increasingly patients – such that it is a shared endeavour. We are increasingly seen as open and facilitative.
- Brought in new education providers to the chiropractic educational system being both supportive and challenging in ensuring high standards of education and support and the development of confident and competent practitioners ready to contribute to the health challenges of the future.
- Undertaken important work on reporting on our performance and seeking approval for proposed work at Committees and at Council.

There is more to do – work is progressing on this year's plan [2020 Business Plan](#) and progressing the Council's strategic objectives.

The Fitness to Practise Caseworkers are key members of the Fitness to Practise (FTP) Directorate. The postholders will undertake the investigatory / preparatory work in respect of the cases within their caseload for the Council's less complex (Stream 1) FTP cases and enquiry cases. The Caseworkers will also provide administrative support to enable the GCC Practice Committees (Professional Conduct, Health and Investigating) to carry out their functions as well as providing administrative support to the FTP Investigators in managing the complex (Stream 2) cases. The Caseworkers will undertake Protection of title ("S.32") investigations where there are concerns that non-registered individuals are either expressly or by implication describing themselves as a chiropractor.

The main duties of the post include:

- Liaise with and chase information from complainants in order to ensure that the enquiries can be opened as a s20 complaint.
- Drafting case plans for new Stream 1 cases documenting key evidence to be obtained as part of the investigation.
- Carrying out all actions required to investigate and gather evidence on new Stream 1 complaints as identified in the case plan.
- Taking witness statements from the complainant and other witnesses, as required.
- Instructing Counsel and Expert Opinion, as required.
- Ensuring prompt and accurate responses to communications with other parties, meeting service standards.
- Providing case information for data analysis.
- Ensuring electronic filings systems are updated.
- Drafting correspondence for the Investigators / Investigations Manager.
- Providing efficient and timely administrative support for IC Meetings.
- Ensuring the maintenance of post-IC meeting records.
- Undertake the investigation of S.32 complaints in line with the GCC's procedure note.

This is a great opportunity for someone looking to take their next step having gained experience in a similar role, preferably in health or social care regulation. This is an opportunity to develop a wide set of skills and experience in a range of competencies, supporting all aspects of the fitness to practise process.

The job description with person specification is at the annex.

Ways of working, salary & benefits

Salary: £25,000 per year. Currently the GCC do not operate a performance-related pay system.

Working patterns: The GCC operates office-based working patterns. Normal hours are 35 hours per week within a 08.30 – 6.30 range, considering patterns of working within the team and the necessity for cover and so on.

Learning and Development: The GCC is investing in learning and development and you will benefit from organisational and tailored programmes of development.

Pension: The pension scheme offered by the GCC is TPT Retirement Solutions which is one of the leading workplace pension funds, with over 2,600 organisations and 350,000 Members in its schemes. It is a non-contributory scheme. The GCC will pay a sum equivalent to 10% of your gross salary into to the scheme or a pension scheme nominated by you.

Life Cover (Assurance): Available to Members of the GCC pension scheme at 1 x annual salary

Leave: The GCC annual leave allowance is 29 days, with three days of that allowance to be taken between Christmas and New Year as the office is closed.

Other: Season ticket loan, bicycle loan, professional fees, eye test costs.

Our values

To support our new strategic direction, staff and Council have worked together to establish our values – of

- **Togetherness:** work as team in the GCC and with others, appreciate diversity, listen effectively and support each other
- **Achievement:** work hard to a common goal, encourage and support each other, foster improvement, innovation, celebrating success
- **Accountability:** to take responsibility, use resources wisely and set clear attainable targets
- **Integrity:** communicate openly and honestly, building mutual respect and trust having an open mind to reflect and learn lessons.

Together, the staff team has agreed the following statement:

The GCC is a great place to work, and we do so together. It matters to us that we make a real difference in protecting the public and developing the profession. We are positive and work hard – we support, value, care and trust each other. We innovate and embrace diversity and our growth.

The GCC aims to be as diverse as the public it protects. We welcome all applications regardless of sex, age, disability, race, faith, sexual orientation, marriage or civil partnership status, pregnancy and maternity status or gender reassignment.

Reasonable adjustments will be made at interview and in post for any individual who requires them.

The selection process

Following shortlisting, at interview the panel will ask about your experience and expertise. The competency-based interview aims to find out how you have used specific skills in your previous experience and how you approach problems, tasks and challenges. It will be looking for you to provide examples of how you meet the requirements set out in the *person specification*.

To discuss the role, and/or the process contact Juliet St Bernard, Investigations Manager, j.stbernard@gcc-uk.org 020 7713 5155 or Eleanor Poole, Director of Fitness to Practise, e.poole@gcc-uk.org 0207 841 0377.

Completing your application

The deadline for completed applications is **4 August 2020 at noon**. Interviews will take place on **11 August 2020**, undertaken virtually via Microsoft Teams. The interview panel will be Eleanor Poole and Juliet St Bernard.

To apply, please submit the following information, referring to “**Fitness to Practise Caseworker**” in the subject line, to recruitment@gcc-uk.org:

- A **covering letter** (a maximum of two sides A4 and a minimum of font size 12pt) indicating how your skills and experience match the essential and desirable requirements of the person specification.
- A **curriculum vitae** (a maximum of three sides A4 and a minimum of font size 12pt) with education and professional qualifications and full employment history. It must include the contact details of one personal and one professional referee.
- GCC equality and diversity **monitoring form (Annex B)**.

Annex A

Job Description

Job Title: **Fitness to Practise Caseworker**

Full time, permanent

Salary: **£25,000**

Reports To: **Investigations Manager**

Hours: **35 hours /week (permanent, full time)**

Job Context

The General Chiropractic Council (GCC) is a UK-wide statutory body with regulatory powers, established by the Chiropractors Act 1994. It has three main duties:

- To protect the public by establishing and operating a scheme of statutory regulation for chiropractors, similar to the arrangements that cover other health professionals
- To set the standards of chiropractic education, conduct and practice
- To ensure the development of the profession of chiropractic, using a model of continuous improvement in practice

Job Purpose

The Fitness to Practise Caseworkers are key members of the Fitness to Practise Directorate. The postholders will undertake the investigatory / preparatory work in respect of the cases within their caseload for the Council's less complex (Stream 1) Fitness to Practise (FTP) cases and enquiry cases. The Caseworkers will also provide administrative support to enable the GCC Practice Committees (Professional Conduct, Health and Investigating) to carry out their functions as well as providing administrative support to the Fitness to Practise Investigators in managing the complex (Stream 2) cases. The Caseworkers will undertake Protection of title ("S.32") investigations where there are concerns that non-registered individuals are either expressly or by implication describing themselves as a chiropractor.

Main duties

Casework:

- Liaise with and chase information from complainants in order to ensure that the enquiries can be opened as a s20 complaint.

- Drafting case plans for new Stream 1 cases documenting key evidence to be obtained as part of the investigation.
- Carrying out all actions required to investigate and gather evidence on new Stream 1 complaints as identified in the case plan.
- Taking witness statements from the complainant and other witnesses, as required.
- Instructing Counsel and Expert Opinion, as required.
- Identifying and arranging further investigation work where required.
- Actively managing cases and in a timely manner, keeping the Investigations Manager up to date with developments and meeting with standard KPI targets.
- Ensuring prompt and accurate responses to communications with other parties, meeting service standards.
- Providing case information for data analysis.

Administrative support duties:

- Responding to enquiries, escalating as appropriate.
- Ensuring hardcopy / electronic filings systems are updated.
- Drafting correspondence for the Investigators / Investigations Manager.
- Providing efficient and timely administrative support for IC Meetings; preparing and printing IC bundles, setting up the meeting room, greeting the IC attending to their requirements.
- Ensuring the maintenance of post-IC meeting records, including filing and archiving, and keeping management information system up to date.
- Any other ad-hoc tasks which may be requested.

Protection of title (“S.32”) Case Work

- Undertake the investigation of S.32 complaints in line with the GCC’s procedure note.

Other employment responsibilities

- The post holder is expected to live the GCC’s values and behaviours, to speak up if there are concerns, to have due regard to information confidentiality, equality, diversity and inclusion, to treat people with respect and dignity at all times and to ensure the health and safety of self and staff.
- There is a requirement to work flexibly and respond responsibly to changing business needs and to undertake such other duties appropriate to the level of the post that may reasonably be required.

Notes:

- This job description describes the principal purpose and main elements of the job. It is a guide to the nature of the main duties as they currently exist but is not intended as a wholly comprehensive or permanent schedule of tasks.

Person Specification

Post:	Fitness to Practise Caseworker
Essential Criteria	
• Abilities and skills	
A	Highly developed ability to pay close attention to detail and quality assure own and other's work
B	Well-developed oral communication skills, to deal effectively, efficiently and appropriately with internal and external stakeholders at all levels.
C	Sound judgment and decision-making
D	Ability to research, analyse, summarise and report on information in a systematic and coherent way; and to make recommendations for appropriate policy responses supported by clear arguments and evidence
E	Ability to work on own initiative and without close supervision and take personal responsibility for specific projects
F	Ability to handle complex and sensitive information with skill and diplomacy
G	Well-developed ability to work with others as part of a team, giving support when required
H	Highly developed organisational skills and the ability to multi-task on a variety of on-going projects and/or activities.
I	Excellent IT skills
J	Ability to travel in the UK, as required
Education, knowledge and experience	
K	2 years administrative experience
L	Ability to demonstrate a clear understanding of the GCC's work and in particular the importance of ensuring investigations are undertaken and concluded within agreed KPI's and the importance of S.32 work and its impact on GCC's engagement with the profession.
M	Demonstrable track record of commitment to high standards of service delivery and excellent customer care
N	Understanding of partnership working and the importance of developing relationships with key stakeholders.
Personal Characteristics	
O	A commitment to and understanding of the importance of equality and diversity within the environment that the GCC operates
P	Commitment to high standards of service delivery and customer care.

Q	Capacity to be calm under pressure, multi-task, manage competing demands, work flexibly and to work under pressure to meet deadlines.
R	Able to apply organisational values to all aspects of work.
S	Ability and willingness to understand and take account of different points of view and respond appropriately.

	• Desirable Criteria
	Experience
T	Knowledge or experience of law and / or casework / hearings procedures is desirable