

Job Description – Regional Operational Leads

Reporting to – Directors

Review Date – 04 September 2026

Leadership and Operational Oversight

- Integrate CCM Visions and Values into case manager practice
- Work as part of the CCM Clinical Governance team collaborating with the Registered Managers, including regular attendance at the weekly Risk Management meetings and monthly CGT meetings
- Maintain safeguarding Level 4 and be a Designated Safeguarding Lead for CCM
- Promote consistency of best practice in case management
- Promote consistency of CCM ways of working, including sufficient skills to support innovation of CCM systems and platforms
- Peer support to Preceptors and Advanced Practitioners
- Business development and engagement with key stakeholders in region (including attendance at events)

Recruitment of Case Managers

- Work in collaboration with CCM Head Office throughout the onboarding process
- Interview prospective case managers
- Assess suitability of case managers, aligned to BABICM/IRCM competencies
- Support professionals new to case management to understand roles and allocate appropriate cases
- Provide structured guidance as case managers assume responsibility for their caseloads

Preceptorship and Professional Development

- Provide preceptorship to case managers
- Oversight of preceptors in the region, supporting consistency and quality of preceptorship delivery
- Provide peer support to preceptors
- Joint working with other Regional Operational Leads and Business Services Lead to develop best practice ways of working
- Peer-to-peer supervision
- Monthly IRCM supervision for pre-registrants
- Design and host quarterly hub meetings

Contingency and Business Continuity

- Provide operational support during absences
- Strengthen organisational resilience and continuity planning
- Assist during increased operational pressures

Quality Assurance

- Support with regulatory compliance – case management and care regulators (CIW/CQC)
- Identify areas requiring improvement and project development
- Promote best practice across regions
- Work with other Regional Operational Leads to ensure consistency across regions
- Support organisational quality objectives and standards

Personal and Professional Attributes

- A minimum of 8 years-experience within case management, health, social care, rehabilitation, or a related field.
- IRCM registered

- An experienced Advanced BABICM Practitioner with a strong understanding of BABICM and IRCM standards and competencies.
- Maintaining professional registration requirements, CPD and mandatory training, as per CCM case management handbook
- Maintain an active caseload
- Experience supervising, preceptoring, coaching, or developing professionals.
- Excellent communication, leadership and stakeholder engagement skills.
- A commitment to continuous improvement and quality assurance.
- The ability to work collaboratively across teams and regions.
- Strong organisational skills and the ability to manage competing priorities