



Beverley Shipley

Registered Manager and Practitioner Case Manager

📍 Newcastle, Tyne and Wear

✉ beverley.shipley@ecmslimited.co.uk

📞 07301215283

Professional Background: Health and Social Care

With a background in nursery nursing and health and social care, I have provided consistent, personalised care throughout my career, and promoted inclusion and wellbeing across diverse settings while progressing from support-based to managerial roles.

I joined the Edward Lloyd Trust (now HF Trust) as a Support Worker in 2002, supporting individuals with a range of needs including those with additional complex physical disabilities and those with challenging behaviour. I was promoted to Manager in 2003, which expanded my skill set to include staffing logistics, financial management, and coordination of external activities, developing my organisational and leadership capabilities within a dynamic setting.

Following this, I moved into a role as a Learning Support Worker at Northern Counties School, working under the direction of the class teacher and following educational and curriculum plans. In this role, I was able to tailor support strategies, facilitate learning objectives, and maintain a stable, welcoming environment conducive to learning. I also worked alongside other professionals including Speech Therapists, Physiotherapists and Audiologists and collaborated closely with families, enabling me to develop my communication skills, and ensuring a cohesive approach to meeting each child's unique needs.

My progression to a Residential Child Care Officer and subsequently a Senior Residential Officer expanded my skill set, requiring multitasking, crisis management, and empathetic communication with children and families. My role as Senior Officer involved keeping comprehensive documentation records, team leadership, and liaison with stakeholders, highlighting my attention to detail and management skills.

I further developed my specialised care and management skills in a role as Manager at Orbis Support, during which I was responsible for overseeing medical support including dispensing and administering medication, and specialist care including percutaneous endoscopic gastrostomy feeds, supplementary oxygen and physiotherapy.

After promotion to Area Manager, my responsibilities expanded to overseeing multiple services, demanding strong organisational skills and an acute eye for detail. Across these services, I ensured compliance with Care Quality Commission standards and all company policies, procedures, and relevant paperwork. My leadership responsibilities in this role included staff development, chairing meetings, and managing administrative aspects. Additionally, my role entailed collaborating closely with higher management to align operations with company objectives, requiring adeptness in communication and strategic planning.

I joined Education and Case Management Services in December 2023 as Registered Manager and Practitioner Case Manager. In this role, I am responsible for compliance to all relevant company policies and procedures relating to Care Quality Commission standards. A key aspect of my role is to steer the company through CQC registration and inspection processes, ensuring adherence to all relevant policies and procedures.

Within the Senior Management Team, I share responsibility with Company Directors to maintain the highest possible industry and governance standards. With a wealth of experience in CQC requirements, I am able to take an active role in collating client specific documentation such as care plans and risk assessments. Alongside the Administrator, my duties encompass overseeing recruitment, induction, and supervision processes for both internal staff and those directed by the company.

I take an active role in supporting ECMS's commitment to excellence in all aspects of social care and case management.

Professional Qualifications:

- NVQ Level 4 in Management
- NNEB Diploma in Nursery Nursing (Merit)
- NVQ Level 5 Diploma in Leadership for Health and Social Care Children and Young People's Services (Adults Management)
- NVQ Level 3 Children and Young People
- Safeguarding Level 3
- NCFE Level 2 Mental Health
- NCFE Level 2 Working with Individuals with Learning Disabilities
- NCFE Level 2 End of Life Care
- Level 2 Awareness of Mental Health in the Workplace
- BSL Level 1 and Level 2