



Leah Page

Assistant Case Manager

📍 Gateshead, Tyne and Wear

✉ leah.page@ecmslimited.co.uk

📞 07572 129 356

Professional Background: Creative Industries

I have an extensive background across a variety of business settings including higher education, television production and creative industries. Having worked primarily as a contractor prior to my employment at ECMS, I am adept at taking on new challenges and adapting quickly to new working environments and relationships. I am confident in delivering high quality work and strive to reach all targets and deadlines, whatever the setting.

My experience in television as a Production Buyer and Set Decorator involved liaising with designers, directors and producers to realise scripts from page to screen. This included working closely with other departments and overseeing all Art Department staff, bringing the whole team together to ensure a positive working environment, enabling us to create the visual language of the production. Working in a fast-paced and high-energy environment, excellent planning, communication and leadership skills were essential in ensuring we were able to achieve our goals, resolving any problems arising in a collaborative and timely manner.

An important part of my role was managing the Art Department budget, reporting regularly to the Line Producer and Production Accountant, ensuring accuracy and transparency, utilising software to allow me to analyse and present data in a clear and concise manner.

My positions both in television and in higher education have enabled me to gain a wealth of experience in working with an array of individuals and personalities, often in highly stressed situations and presenting with challenging behaviours. I pride myself on my ability to remain calm under pressure and to work towards solutions in partnership with others; this is a skill I bring with me to my current role.

Having been introduced to ECMS in a temporary administration support capacity in 2020, in 2021 I was provided with the opportunity of joining the ECMS team as a Case Management Project Assistant, which allowed me to expand my skills, knowledge, and experience within the field of Case Management.

As part of my role, it was important to have a hands-on approach to all project case work whilst also being able to establish and maintain positive working relationships with clients, their families, and all working professionals. I became experienced in undertaking a variety of practical tasks such as property searches associated with clients moving home, or collating research and information as required to assist the Case Management team on an individual client basis. My role also included the organisation of meetings, sharing relevant information, and following up on compliance tasks and agreed actions.

The next three years gave me increasing opportunities for more direct clinical case work, allowing me to excel in my ability to create and maintain relationships with clients, their families and all legal teams and clinicians involved in their care, and in 2024 I was promoted to the position of Assistant Case Manager.

Central to my clinical involvement within the Case Management team is building a rapport with all stakeholders in order to work towards positive outcomes in each case. I am able to adapt my communication style to suit the requirements of our varying ECMS clients, building a therapeutic alliance in each case to allow me to work together with the client towards a positive and fulfilling future. The work includes assessing the client's individual needs and successfully co-ordinating the activities of therapists and support workers to best suit these needs, in partnership with the legal teams involved.

Utilising my business and data analysis skills, I am also involved in invoice reconciliation work and the creation of databases to collate information and track progress in Case Management.

I have a sound working knowledge, experience and understanding of CQC standards, disability service provision, rehabilitation, therapy, social care provisions and multidisciplinary teams, and can implement the processes and guidelines from these into my everyday practices to achieve a high standard of person-centred customer service.

I endeavour to continue to work to the high standard and values set by ECMS, to assist in minimising all challenges our clients may face, and to promote independence to all and to achieve individual and group success.

Professional Qualifications:

- BA Honours 3D Design Innovation
- BA English Language