



Leah Page

*Clinical Data Compliance and Audit Officer
Assistant Case Manager*

📍 Gateshead, Tyne and Wear

✉ leah.page@ecmslimited.co.uk

📞 07572 129356

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 team as a Case Management Project Assistant and then further promoted to Assistant Case Manager. This presented increasing opportunities for 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. 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 individual's needs and successfully co-ordinating the activities of therapists and support workers to best suit these needs, in partnership with the legal teams involved.

Whilst expanding my knowledge and experience within the field of Case Management, my business and data analysis skills lead me to explore the use of databases to collate information and track process with our clients and their teams. In the latter part of 2024, this led to the development of the data compliance and audit aspect of my role, with the experience gained on the clinical side ideally situating me in a position to review our policies and processes and ensure the compliance of both ECMS and our commissioned partners with industry and internal standards. I have implemented and oversee measures that allow us to track outcome achievement, expenditure and compliance, to ensure best practice and the delivery of a transparent and quality service to our clients and commissioners.

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