



Sue Ford

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Bridge Case Management

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I qualified as an adult and a children's nurse in 1989 and have worked in a wide variety of practice settings since. I have proven skills in managing complexity and working across health and social care teams and agencies. I have excellent communication skills and a strong sense of ethical practice, ensuring the highest standards of client care. I am committed to working in a holistic way with clients, and have a family-centred approach to working with children and young people. I have a substantial knowledge of healthcare research and education and am passionate about the need for case managers to keep up to date with the developing knowledge base and sharing good practice. In November 2014 I became a Director of the Case Management Society of the UK (CMSUK) to support the work of that organization in promoting good practice and standards across the case management industry.

I have a high level of business and finance acumen and have held positions where I have had to demonstrate significant influence with external bodies and organizations. I have a track record of delivering ambitious commercial targets. In my previous role I had responsibility for a budget of approximately £8,000,000 and was able to protect core contracts in the face of increased competition.

I have extremely well-developed problem-solving and communication skills and significant experience of managing risk, prioritization and target setting to ensure client needs are met appropriately. I fully appreciate the need to be transparent and facilitative when multiple partners are involved in care to ensure coherence for the client and a collaborative approach among the team. Ultimately I strive to achieve a balance between demonstrating modern and adaptable business practices whilst maintaining confidence in organisational and ethical integrity.

Employment

Sep 2011 to present

Director/Owner Bridge Case Management

Independent Case Manager for serious traumatic injuries. Managing all aspects of treatment and liaising with all parties concerned. Outcome focused support for the client delivered within a cost-effective framework. Coordinating social care needs with statutory services and private providers, and achieving the best possible input from the NHS for clients with complex trauma and medical conditions.

2007 to Sep 2011:

Deputy Head of Department of Health Sciences, University of York

Lead for all healthcare professional education and training provision within the University. Outward facing role with links to local, regional NHS organizations, the Nursing and Midwifery Council and

responsibility for ensuring coherence of provision with national healthcare policy.

- 2003 to 2007: **Practice Experience Co-ordinator, University of York**
Lead for liaison with all healthcare provider organizations in North Yorkshire and quality of student placements in practice settings.
- 2000 to 2003: **Deputy Director of Human Resources (Head of Department of Education and Training), Sheffield Children's Hospital NHS Trust**
Managed in-house education and training provision and budgets for all staff development across trust. Also had senior nurse manager role, covering all elements of nursing leadership and on-call work across acute children's services.
- 1994 to 2000: **Lecturer Practitioner in Children's Nursing, Joint appointment: University of Sheffield and Sheffield Children's Hospital**
Delivered clinical and campus-based teaching for children's nursing students across wide range of areas of clinical nursing practice.
- 1991 to 1994: **Full time student (Psychology) University of Sheffield**
- 1990 to 1991: **Senior Staff Nurse, Sheffield Children's Hospital NHS Trust**
- 1989 to 1990: **Staff Nurse, Westminster Hospital**

Educational and Professional Qualifications

- PG Cert in Human Resource Leadership, UMIST, 2004
- MA in Education for Health and Social Care Practice (with Distinction), University of Sheffield, 1999
- BSc (Hons) Psychology 1st class, University of Sheffield, 1994
- Registered General Nurse, Registered Sick Children's Nurse, Wolfson School of Nursing of Westminster, 1989

Other qualifications of note

Continuing Professional Management Development, Sheffield Hallam University, 2002

NEBS Diploma in Management, 2002

Department of Health Improving Working Lives Assessor Training, 2002

Additional information

Director of CMSUK (Case Management Society UK), term commencing November 2014

Clean full driving licence

Interests

Play piano, clarinet and saxophone, sing in a local choir. Enjoy walking and the cinema. Have two daughters.