



Beatrice Overton

Case Assistant



Profile:

- Beatrice is a Rehabilitation Case Administrator at Medicess and is a valued member of the team.
- She works closely with the Case Managers to support with all aspects of case administration.
- Beatrice has extensive experience working in multiple sectors. She has even worked with the NHS to coordinate and distribute documents confidentially.
- Beatrice works closely with other members of the Medicess multidisciplinary team to support administration of all aspects of patients' rehabilitation, including organising patient care and following up on their progress, sourcing and liaising with clinicians and working closely with a wide range treatment providers to ensure optimal care is provided for every patient.

Background:

- Prior to working at Medicess, Beatrice has worked in varying roles from administrator to manager. Her experience has led her far and wide even working in Canada.
- Beatrice has volunteered with prior organisations at pop-events to raise money and awareness for charities in mass settings. She has managed crowds of 600+ people taking the opportunity to raise awareness and money for the charities.

Qualifications & Memberships:

- GCSEs
- A Levels

Skills and Attributes:

- Strong administrative skills – Beatrice is an excellent administrator and has developed many skills such as proofreading, filing, making detailed reports, taking minutes and much more.
- Customer Service – she has excellent interpersonal skills and has vast amounts of experience in customer facing roles. Beatrice can effectively prioritise tasks to meet daily sales targets and delegate work appropriately, ensuring successful day-to-day operation.
- Time-management – co-ordinates tasks, accordingly, working strongly both independently and as part of a team.
- Team-player – works collaboratively with all members of the team to deliver the best outcomes. She is an avid problem-solver and works hard to deliver the best service possible.
- Flexibility – adapts to situations seamlessly.