

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Deputy Complaints and Patient Support Manager |
| **Reports to** | Complaints and Patient Support Manager |
| **Band** | Band 6 |
| **Department/Directorate** | Corporate Nursing Directorate |

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| **JOB PURPOSE** |
| The post holder will be part of a team dedicated to ensuring patient experience informs the care provided by the Trust. When necessary you may need to assist patients, relatives/carers and the public wishing to raise concerns or make complaints about the Trust services, in a supportive non-judgmental way.  You will be expected to deputise for the Complaints and Patient Support Manager when necessary and will play an important role within the team, in overseeing and managing the Trust obligations in line with the Complaints Standards Framework 2023, in particular around early resolution with the Patient Advice and Liaison Service (PALS) teams for both Eastern and Northern services.  The post holder will be required to make a significant contribution to the Patient Experience Strategy by maintaining and analysing performance data in order to produce regular reports. These reports will assist the Trust in identifying areas of learning and potential improvement. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Act as line manager for the Patient Advice and Liaison Services (PALS) teams for both Northern and Eastern services to ensure the effective day to day running of the service. * Provide day to day management of the complaints and concerns received, ensuring that issues are being dealt with and resolved effectively and adhering to any deadlines. * Ensure that issues and/or queries raised through the Patient Advice and Liaison Service (PALS) are responded to in an effective and timely manner. * Take a proactive and corporate approach to monitoring of comments, concerns or complaints received, identifying associated service improvements or emerging trends. Escalate any trends to the Complaints & Patient Support Manager. * Assist with the production of detailed reports on all complaints, highlighting associated themes to the Complaints & Patient Support Manager. * Support the Complaints & Patient Support Manager to identify key themes in patient experience feedback for complaints and PALS enquiries to ensure that they are addressed appropriately. * Deputise for the Complaints & Patient Support Manager as and when required in matters relating to PALS and complaint – this could involve deputising at meetings and presenting reports/data to groups of up to 20 or more. * Record and monitor actions that are taken and ensure that these are all completed to agreed time scales. * In conjunction with the Complaints & Patient Support Manager undertake regular audit and monitoring of the processes for the handling of all complaints and PALS enquiries. * Through careful monitoring of themes and common issues, be proactive at identifying and project managing new ways to enhance staff and patient experience. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: The post holder will manage the PALS service on a day to day basis.  No. of Staff reporting to this role: 6    Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Deputy Director of Nursing (Patient Experience) * Head of Experience of Care * Complaints & Patient Support Manager * PALS * Chief Executive Team * Communications Team * Governance Team * Clinical Matrons * Clinical Nurse Managers / Ward & Department Managers * Complaint Leads / Patient Experience Leads * Patient Feedback Lead | * Healthwatch * Wider Healthcare community * Members of the public * Independent Contractors / Suppliers * HOPE network * Integrated Health Board | |  |  | |
| **ORGANISATIONAL CHART** |
| Deputy Director of Nursing (Patient Experience)    Complaints and Patient Support Manager  POSTHOLDER  Divisional Patient Experience Leads/Officers  PALS Officers x6  operational accountability |
| **FREEDOM TO ACT** |
| The post holder will manage specific standalone processes autonomously taking responsibility for planning, co-ordinating and managing the PALS service within the guidelines of the relevant policies and framework relating to PALS and complaints.  They will need to exercise initiative within Trust policies, which will include the deployment of administrative and organisational skills within the PALS service. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Provide leadership for the Patient Advice and Liaison Service and develop good relationships with them to ensure issues raised by service users, carers and members of the public are dealt with in a timely and effective manner in accordance with Trust procedures.  Liaising with patients, carers, local health and social care agencies, other agencies and the general public dealing with enquiries and providing advice and information to service users and members of the public regularly, of a highly complex, highly sensitive or contentious nature.  Have specialist knowledge of the PALS service, NHS Complaints Standard Framework, organisational policies and procedures relevant to the PALS and complaints handling and be able to communicate this to service users, staff and external organisations as necessary.  The ability to communicate and empathise with aggressive, upset members of the public or staff members using tact and diplomacy.  Excellent verbal and written communication skills, including ability to deal with situations where there may be communication difficulties.  Ability to manage sometimes difficult and highly sensitive situations to include very upset and sometimes angry members of the public. Giving accurate advice on a range of issues in order to achieve objectives within agreed timescales. Use of influencing skills in difficult circumstances outside the boundaries of own organisation.  Communicating and building effective relationships with senior managers at all levels, including the Chief Executive Team, complaint/patient experience leads, clinical staff, independent contractors, the Trust Communications and Datix/IT reporting teams and Corporate Governance and Investigations teams to ensure a proactive, open and constructive approach to manage and resolve the issues raised.  Assist managers to understand performance targets or timescales for resolution which have been agreed with the person raising the issue.  Ability to use own initiative and work autonomously, taking the lead when necessary in resolving difficult situations and being an effective team worker.  Effective facilitation skills and working with patients, carers and focus groups, e.g. supporting local events and co-coordinating support for a range of multi-agency services. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| To work with the Complaints and Patient Support Manager to develop appropriate methods of monitoring and evaluating the PALS service and identifying trends and areas of concern with a good understanding of the NHS.  To create monthly and quarterly reports for the Patient Experience Committee (PEC) and Trust Board as required which facilitate and enable to identification of trends, potential service improvements and drivers for change.  Analysing and identifying complaints which may require escalation. Arranging external reviews of complaints when necessary and monitoring responses and liaising with the Trust’s Solicitors regarding contentious complaints.  Supporting the Complaints and Patient Support Manager with complex investigations where the Trust Solicitor and/or Parliamentary Health Service Ombudsman (PHSO) are involved. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Excellent organisational, administrative skills and letter writing skills; Ability to achieve objectives within agreed timescales.  Manage own case work to ensure that issues are being dealt with in a timely manner. Co-ordinate the management of issues on a daily basis, identifying any problems and liaising with the Complaints and Patient Support Manager accordingly.  Adhere to administrative duties within the process of managing PALS enquiries and complaints, ensuring that issues are acknowledged within appropriate timescales and managed in a timely manner.  The ability to manage a number of tasks at one time, including frequent interruptions, e.g. enquiries, complaints, interruptions from patients/members of the public.  Plans and organises any relevant patient involvement activity and/or support groups. |
| **PATIENT/CLIENT CARE** |
| To provide advice to complainants and service users as required with regard to the PALS service including referring to the NHS Complaints procedure or to independent advocacy services as required. |
| **POLICY/SERVICE DEVELOPMENT** |
| To support the Complaints and Patient Support Manager with the development and maintenance of the Trust Complaints Policy.  To work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.  Ability to propose and implement policies and propose changes to practice to improve patient services.  Knowledge of complaints procedures and divisions within the Trust and adhering to Trust policy and desire to enhance patient care. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Authority to sign off e-roster for team members.  Budget authority up to £500 |
| **HUMAN RESOURCES** |
| Day to day effective management of the PALS teams across both sites, including authorising annual leave, undertaking appraisals and recruitment.  Deputising for the Complaints and Patient Support Manager in their absence. |
| **INFORMATION RESOURCES** |
| Generate monthly activity reports and quarterly patient experience reports, highlighting potential areas for development, for board sub-committees  Ability to create reports and dashboards from the Trust’s Web Datix system. Advanced knowledge of windows based computer systems, e.g. Word, Excel, Outlook, Internet, etc and proficient use of Datix.  Day to day use of Datix web risk management software used to record all compliments, comments, concerns and complaints that are received. Ensure that there is a robust system for recording data and ensure that this database is kept up to date.  Review and amend any patient information leaflets regarding the PALS service on regular basis to ensure all information is accurate.  Ability to prepare written reports for issues raised that are clear, concise, ensuring that any clinical or technical details are explained in full.  Assist in the management of the large numbers of enquiries received by the PALS teams that require information gathering, investigation and response to ensure a resolution is provided to patient complaints/issues.  To take responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, GDPR, The Freedom of Information Act and any other relevant statutory requirements.  To maintain the Datix Risk Management System PALS module of patient contacts, concerns and actions taken; and regularly undertake quality checks to ensure the accuracy of information recorded for Board reporting purposes and KO41.  To maintain confidentiality in line with Data Protection legislation and Caldicott Guardian principles, whilst understanding that there is a requirement to share information to protect patients, staff and the public in certain circumstances. |
| **RESEARCH AND DEVELOPMENT** |
| Develop and undertake any surveys or audits as necessary to review complainant satisfaction within the PALS and complaints service. |
| **PHYSICAL SKILLS** |
| Excellent organisational, administrative and letter writing skills.  Excellent keyboard skills.  Ideally would hold a driving licence as you must be able to travel to locations throughout the Trust. The role involves leading teams on both the North and East sites and it is essential you can travel easily between them. |
| **PHYSICAL EFFORT** |
| Light physical effort which involves sitting for long periods and walking to ward areas as necessary. |
| **MENTAL EFFORT** |
| Ability to concentrate for long periods when writing reports or dealing with complex information, analysing patient/client data, managing changing patient/client requirements.  Concentration required to focus on PALS service development regularly to ensure the highest quality of service is being provided for patients.  Ability to work under pressure and able to multi-task, with frequent disruptions/distractions from patients, service users and staff. |
| **EMOTIONAL EFFORT** |
| May be exposed to distressing situations whilst investigating complaints.  The ability to communicate and empathise with upset and angry staff or members of the public.  Experience in dealing with complex highly sensitive or contentious complaints which can be vexatious. |
| **WORKING CONDITIONS** |
| The ability to use a VDU for long periods at a time.  Able to work across all service areas of the Trust.  Able to deal with verbal aggression from distressed or angry individuals.  Ability to work under pressure and manage sometimes difficult and highly sensitive situations to include very upset and sometimes angry members of the public. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. |

PERSON SPECIFICATION

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| **Job Title** | Deputy Complaints and Patient Support Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Degree level qualification or equivalent experience  GCSE (or equivalent) English and Maths grades A-C  Experience/evidence of proficient knowledge and use of Microsoft systems including Word, Excel and Outlook. | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Excellent planning and organisational skills.  Excellent verbal and written skills, including ability to deal with situations where there may be communication difficulties.  Effective interpersonal and influencing skills  Ability to provide clinical insight as required for complaint investigations when dealing with complex complaints.  Able to work effectively as part of a team and on an individual basis using own initiative and working autonomously as appropriate.  Good working knowledge of Datix Cloud for logging of complaints and enquiries.  In depth knowledge of the NHS Complaints Procedure and new Complaints Standard Framework 2023.  Knowledge of PALS Core National Standards.  Ability to act as a positive role model with regard to valuing complaints and the rights of people to raise concerns without the fear of retribution.  Ability to manage more than one area of work and deliver to tight timescales with competing priorities. Skilled at prioritising workloads and time management.  Ability to manage sensitive issues and logical approach to problem solving.  Ability to write letters dealing with complex and sensitive issues in a style which is clear, balanced, thorough and sympathetic.  Good understanding of hospital systems and record keeping.  Ability to inspire and engage workforce at all levels. | E  E  E  D  D  E  E  E  E  E  E  D  E |  |
| **EXPERIENCE**  Ability to work with staff at every level of the organisation.  Ability to communicate sensitive and complex information both verbally and in written format.  Experience in dealing with enquiries and providing advice and information to service users and members of the public, sometimes of a complex, highly sensitive or contentious nature.  Demonstrate experience of working with people from diverse backgrounds and to be able to respond to them in a sensitive and non-judgemental manner.  Proven leadership and management skills.  Experience of project managing the implementation of new processes, systems and ways of working.  Previous experience of working within an NHS Trust.  Previous experience of working within clinical area.  Experience of using NHS database systems such as Datix Cloud and EPIC. | E  E  E  E  E  D  D  D  D |  |
| **PERSONAL ATTRIBUTES**  Excellent interpersonal and communication skills.  Ability to prioritise and plan own workload, work independently, and to strict deadlines.  Ability to have frequent conversations with patients / relatives / carers / members of the public requiring careful listening, accurate note taking and often prolonged concentration whilst remaining focused.  Able to deal with verbal aggression from distressed or angry individuals.  Ability to critically analyse and construct draft written responses, or provide verbal feedback, ensuring letters/conversations reflect accurately the results of investigations and in line with Trust policies and procedures.  Calm and tactful with the ability to challenge others effectively.  Ability to negotiate, influence and persuade.  Flexible in relation to the working hours required to deliver the service and to changing/competing demands. | E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Use of computer for extended periods of time.  Ability to travel to other locations as required ie Barnstaple.  Current driving licence with access to vehicle with appropriate level of insurance cover  Demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E  E  D  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving – if licence held | Y |  | X |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  | X |  |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | X |  |  |