

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Complaints and Patient Support Manager |
| **Reports to** | Deputy Director of Nursing (Patient Experience) |
| **Band** | AfC Pay scale 7 (Subject to formal matching) |
| **Department/Directorate** | Corporate Services |

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| **JOB PURPOSE** |
| The post holder will manage the complaints and PALS staff, manage and coordinate, complex and contentious complaints, be responsible for liaison with and response to the Ombudsman and manage complaints sent via MPs.  The post holder will be the Trust’s expert source of practical and theoretical knowledge on complaints regulations and procedure, will be responsible for Trust-wide complaints handling training, will lead on the dissemination of lessons learned from complaints and will work closely with the divisional teams to promote learning, reduce the number of formal complaints and promote early resolution.  .  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| **Complaints**   * To provide effective leadership to support the development and delivery of the Trust Complaints and PALS team and systems working in conjunction with the Deputy Director of Nursing (Patient Experience). * Proactively be the lead source of expertise on complaints regulations and handling, ensuring that any new regulations or processes are effectively communicated and embedded across the organisation. * Liaise with the divisional teams to ensure that the complaints process is managed effectively, improving and maintaining compliance with response targets. * Review written complaint responses to ensure all questions are answered, letters are produced to a high standard, are timely, complete and show sensitivity to the complainant. * Providing quality assurance for action plans produced by the divisions to learn from complaints and improve patient experience. * Ensure that lessons are learned from complaints and communicated across the Trust by way of feedback to services, communications briefings, formal reports and trust-wide learning lessons seminars, working closely with the serious incident reviewers where appropriate. * Responsible for the production and accuracy of performance reports annually and quarterly for presentation at the Patient Experience Operational Group and the Patient Experience Committee and any other relevant groups. * Establishing and implementing an audit programme to ensure that the complaints process in place is robust and enables the Trust to be responsive and transparent in managing complaints and learning lessons. * Develop and deliver a training programme for the divisions on the management of complaints to ensure the Complaints Standard Framework 2023 is being adhered to across the Trust and early resolution is encouraged. * Ensuring arrangements for accessing the complaints and PALS is widely published across the trust, whilst supporting the strategic patient experience agenda. * Complaints/Concerns/ loss and compensation - working closely with divisions to provide expert advice and support that builds on the culture of using complaints as opportunities for learning and service improvement. Ensure that complaints and concerns are dealt with in a timely, patient centred manner. Provide support and advice on loss and compensation claims for lost property up to the value of £1000. * Managing targets and objectives identified in the Trust’s Complaints policy. * Reviewing and updating the Trust policy in line with the publication of new national guidance.   **PALS service**   * Provide leadership for the Patient Advice and Liaison Service and manage the PALS Lead, to ensure that issues raised by service users, carers and members of the public are dealt with in an efficient, timely and effective manner in accordance with the Trust procedures. * Ensure processes and procedures are in place to assist service users, relatives and members of the public to express their views easily and accurately about services provided by the Trust, and to access the formal complaints process. * Ensure that the Trust has suitable and accessible information about PALS procedures, including where there are significant barriers to understanding. * Ensure that national legislation and framework is implemented in the PALS service for the Trust. |
| KEY WORKING RELATIONSHIPS |
| Areas of Responsibility: The post holder will operationally manage the Complaints and PALS service on a day to day basis.  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community and external organisations This will include verbal, written and electronic media  No. of Staff reporting to this role: 1 direct line and a further 6 (PALS).    Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Deputy Director of Nursing (Patient Experience) | * Patients, carers and their families. | | * Trust Directors * Operational divisional staff * Patient Experience Leads/Patient Experience Officers * Governance Managers * PALS and complaints team * Wider Patient Experience team | * Parliamentary and Health Service Ombudsman * NHS Devon Integrated Care Board * NHSI/NHSE | |  |  | |  |  | |

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| **ORGANISATIONAL CHART** |
| Deputy Director of Nursing (Patient Experience)  Complaints & Patient Support Manager  Deputy Complaints & Patient Support Manager  Divisional Patient Experience Leads/Officers  PALS team  operational accountability |
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| **FREEDOM TO ACT** |
| The role has the freedom to act based on own interpretation clinical policies and national guidance advising the organisation on how these should be interpreted e.g. Complaints Standard Framework.  Ability to assess, sift, analyse and collate complex data in different formats and from different sources covering activity, performance management, quality and financial indicators in order to identify patterns and trends for informed decision-making and planning for improvements.  To use a variety of data to identify any themes and trends from complaints requiring action.  Lead and develop a complaints and PALS educational programme and coordinate strategic expertise across the Trust, achieving organisational strategic objectives enhancing the reputation of the Trust.  Leadership, self-motivation and team–building /team–working skills. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Ability to engage clinical and non-clinical staff to influence behaviour and collaboratively achieve positive outcomes.  Develop and maintain robust working relationships with multi-professional staff groups in the Trust and partners in the local health and social care community.  Work closely with multidisciplinary teams, governance managers, clinical teams to promote and facilitate learning from complaints to enhance patient experience.  Scrutinise complaints for issues that may expose the Trust to adverse media publicity and advise the Communications Department to ensure appropriate responses to media enquiries.  Excellent written, oral and presentation skills to allow effective communication with medical, nursing, and A&C staff across the organisation and the preparation of governance papers.  Review and remain informed about national and local policy, guidance and NHS legislation relating to complaints and PALS management.  Communicate complex, sensitive and contentious information regarding complaints, including where there are significant barriers to understanding and acceptance, and in a hostile, antagonistic or highly emotive atmosphere.  Ensure that the Trust directors and Chief Executive are fully briefed on any complaint issues that may have a significant effect on the reputation of the Trust. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| To collate, analyse highly complex data using appropriate data analysis to present for improvement, deep dive reports and investigations. Analyse complaints for emergent themes which may also link to Serious Incident Investigations to provide reports for PEOG and PEC.  To provide advice to clinical teams regarding measures required for improvement and identify possible contributory factors and developing solutions for emerging themes. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| To plan and organise a broad range of complex activities across the patient experience portfolio ensuring that there is alignment of projects with organisational development and financial agendas of the Trust.  To ensure that all customer service functions are managed efficiently and effectively adhering to statutory requirements and standards of best practice. |
| **PATIENT/CLIENT CARE** |
| Provides non-clinical advice and information to staff and services users. Supporting families and patients through the complaints process. |
| **POLICY/SERVICE DEVELOPMENT** |
| Working as part of the Patient Experience team you will be required to support large- and small-scale service development which may span the entire Trust.  To develop service wide policies for complaints, PALS, patient support and other relevant policies. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Authorised signatory for the Patient Experience budgets in the absence of the Deputy Director of Nursing (Patient Experience). |
| **HUMAN RESOURCES** |
| To provide effective line management, supporting and developing all direct reports, so that the department is able to obtain high standards of customer service and meet all required national targets with regards to performance.  Be accountable and promote a just culture for effective people management, recruitment and selection, training and development, welfare, deployment, sickness absence, grievance and disciplinary matters.  Develop and promote a culture of equality and diversity and implement systems and processes which will highlight any unfair discrimination towards those patients who complain and make comment about the service. |
| **INFORMATION RESOURCES** |
| Generate reports (on a weekly, monthly, quarterly and annual basis) for board sub-committees, ensuring a robust review of data. Interrogate the information in a number of ways to assist consistency checking.  Ability to use information system for complaints analysis.  Interpretation of complex data into meaningful themes for improvement and presentation in reports and board papers. |
| **RESEARCH AND DEVELOPMENT** |
| Regularly undertake research and development activity, review audit data and develop audits for assurance.  Provide feedback from audit data and ensure learning is captured and communicated across teams. |
| **PHYSICAL SKILLS** |
| Must hold driving licence and be able to travel to locations throughout the Trust.  Advanced keyboard skills. |
| **PHYSICAL EFFORT** |
| Light physical effort which involves sitting for long periods. |
| **MENTAL EFFORT** |
| Frequent concentration required for report writing and data analysis. Can be frequent extended interruptions. |
| **EMOTIONAL EFFORT** |
| Frequent exposure to distressing or emotional circumstances as a result of complaints received. Having to manage complaints against staff, surgeries, allegations of abuse, long term conditions, death and bereavement, vexatious complainants and lack of resources. |
| **WORKING CONDITIONS** |
| Frequent use of road transportation as there is a requirement to work at different Trust sites. |
| **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.  T*his is* |

PERSON SPECIFICATION

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

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Broad experience relevant to post, diploma specialist training and experience  Relevant experience in service management which includes staff management, financial management and change management.  Educated to Masters level, working towards or equivalent experience  A first level degree or equivalent | E  E | D  D |
| **KNOWLEDGE/SKILLS**  High level understanding of the NHS Complaints Procedure and new Complaints Standard Framework 2023  Knowledge of PALS Core National Standards  Ability to work to deadlines and achieve agreed objectives, being able to respond quickly to urgent requests, and ensuring delivery to timescales required  Ability to engage and motivate teams. Expert skills in facilitation, negotiation and influencing  Skills in preparing and delivering presentations  Ability to present data and good analytical skills and ability to interpret trends from data  Evidence of project and improvement skills  Experience of managing service provision and the supervision and managing of staff  Knowledge of confidentiality policy, procedures and legislation | E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Evidence of undertaking Quality improvement projects  Experience of managing Health Service Ombudsman communication and complaints  Strategic planning and analytical skills  High level of knowledge and experience in managing Complaints and PALS  Experience of communicating highly sensitive information in a hostile or highly emotive atmosphere.  Prioritise and manage own workload  Able to deal with difficult and complex situations  Ability to analyse complex statistical information or simultaneous events and draw conclusions and actions from it  High level of presentation skills and experience of public speaking  Experience at senior clinical/managerial level  Proven leadership and management skills | E  E  E  E  E  E  E  E  E | D  D |
| **PERSONAL ATTRIBUTES**  Excellent interpersonal and communication skills  Ability to be empathetic yet handle difficult or emotional situations  Excellent organisational skills and is able to work to deadlines under pressure  Ability to motivate self and staff and adapt and change to be able to meet the needs of the service.  Able to work as a team member  Ability to serve on project groups and/or committees and develop effective working relationships with people from a variety of agencies as well as internal staff  Creative and innovative thinker, objective with high level of integrity | E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required. | E  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 | Y | √ |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y | √ |  |  |  |
| 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) | Y | √ |  |  |  |
| Animals | Y | √ |  |  |  |
| 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 |  |  |  | √ |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  |  | √ |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  | √ |  |
| Emotional Effort | Y |  |  | √ |  |
| Working in isolation | Y |  | √ |  |  |
| Challenging behaviour | Y |  |  | √ |  |