

JOB DESCRIPTION

Post Title:	Complaints Case Manager
Base:	Shrewsbury & Telford Hospital NHS Trust
Band:	6
Department:	Patient Services
Reports to:	Head of PALS & Complaints
Accountable to:	Head of PALS & Complaints
Key working relationships:	Patients, relatives and carers, medical and nursing staff of all levels, Allied Health Professionals, Senior Managers, Communications team, Independent Complaints Advocacy Service, Community Health Council, Parliamentary & Health Service Ombudsman and other relevant external stakeholders

Job Summary

Accountable to the Head of PALS & Complaints, the post holder is responsible for the effective management of a caseload of formal complaints in line with local and national policy. The post holder is responsible for ensuring that systems are in place to manage and investigate complaints and concerns within their caseload, that action is taken to achieve early resolution and that there is an integrated approach to identify key service improvements.

Main Duties and Responsibilities

- Responsible for the management of a caseload of formal complaints in line with national and local policy
- To analyse all complaints on receipt identifying key issues for investigation
- To negotiate with the complainant and agree the issues that require investigation, the desired outcomes and the timescale for investigation
- Undertake investigations of all formal complaints, some of which are highly complex, ensuring that the investigation is fair, thorough and proportionate to the complexity of the complaint
- Monitor the progress of complaint investigations within the caseload ensuring that all deadlines are met. To identify problems at an early stage and ensure that complainants are informed of the progress at each stage of the process
- Draft letters in response to formal complaints of mixed complexity, on behalf of the Chief Executive, interpreting information obtained during the investigation process. Ensure the accuracy of information, that all issues raised by the complainant are addressed in full and

that information is written in a language that the reader can understand. Communicate sensitive or contentious information with tact, diplomacy and understanding

- Working collaboratively with Divisions, monitor the progress of action plans arising from complaints and ensure that lessons are learned
- To facilitate/chair meetings with staff, patients, carers and relatives acting as a mediator to assist in the resolution of complaints, particularly where objectives are unclear and resistance is likely
- Work closely with Divisions developing a culture which views complaints as opportunities for learning and ensure services are adequately supported and empowered to deal with complaints quickly, effectively and objectively at local level
- Keep accurate and contemporaneous records of all concerns/complaints including outcomes and actions
- Have input in the governance agenda by highlighting patient safety issues raised through complaints and patient feedback to the Head of PALS & Complaints
- Act as a catalyst for change by analysing trends and themes arising from complaints within the case load and produce qualitative and quantitative reports for Care Groups used to improve services and care
- Assist the Head of PALS & Complaints producing reports for the Trust Board and other committees as needed
- Ensure that members of the public know how to complain and that any barriers preventing this are addressed
- Assist the Head of PALS & Complaints in handling complaints referred to the Parliamentary & Health Service Ombudsman
- Assist the Head of PALS & Complaints in planning, developing and evaluating the strategic direction of the team
- Provide assistance to the Head of PALS & Complaints in collating and presenting data in preparation for external audits
- May be required to deputise for the Head of PALS & Complaints in their absence
- The post-holder is required to provide cover for the Patient Advice and Liaison Service as necessary
- To contribute to Trust-wide training on customer services and frontline resolution of complaints, in order to ensure that staff are supported and enabled to meet patients' needs in practice
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS in order to fulfil the role effectively
- Role model the Trust's values and behaviours

Limits of authority

- To act autonomously seeking advice from the Head of PALS & Complaints, as required.
- Required to make judgments involving complaints of mixed complexity that will require analysis, interpretation and consideration of the options available.

Systems and Equipment

- To use normal office equipment
- To be competent in the use of a range of electronic information systems and tools

Physical, Mental and Emotional Demands of the Post

- To analyse and interpret a range of highly complex and sometimes conflicting information during the handling of formal complaints and concerns
- To undertake presentations to groups of staff during training sessions as required
- To handle emotive and challenging situations relating to patients, service users and staff using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including regular VDU work
- To travel regularly between all Trust sites.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Your attention is drawn to the confidential nature of information handled within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

HEALTH & SAFETY

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to and not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

INFECTION PROTECTION AND CONTROL

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

As an employee of the Trust you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines

- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust’s approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

JOB DESCRIPTION AGREEMENT

I have read and understood the duties that are expected of me in the role of Complaints Case Manager.

Manager Name	Post holder Name
Signature	Signature
Date	Date