

SINGLE CORPORATE SERVICES

PATIENT EXPERIENCE SERVICE

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| Job title: | Complaints Officer | To be completed by HR <i>Job Reference Number</i> |
| Reporting to: | Senior Complaints Officer | |
| Accountable to: | Senior Complaints Officer | |
| Pay Band: | Band 3 | |

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

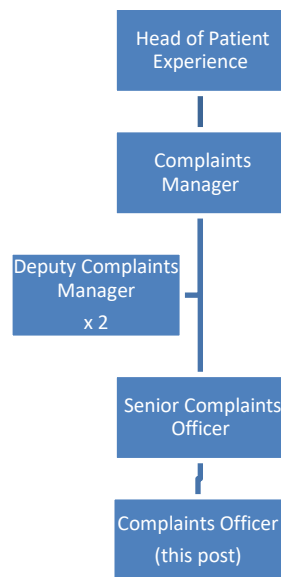
As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job summary

1. To provide an excellent standard of customer care support to patients and relatives who have raised concerns about the treatment provided at the Trust.
2. To work as part of a team on behalf of the Chief Executive in achieving the statutory requirements of complaints handling within required deadlines.
3. To help provide a high standard of administrative support to the complaints team, including maintaining database system (Datix), scanning and photocopying.
4. Provide advice and support to patients, relatives, visitors, MPs, advocates, external NHS organisations and Trust staff on the handling of formal complaints and PALS concerns.
5. Provide support in the production of timely and accurate reports on formal complaints, identifying any emerging trends or themes, and ensuring these are escalated to the Complaints Manager.
6. Provide advice and support to all visitors and dealing with telephone and email enquiries.

Organisational Chart



Specific Core Functions

- Provide support in the day to day management of concerns and formal complaints, identifying the areas/departments of the Trust involved, clarifying the key questions and concerns, drafting various letters and referring to the formal complaints process when appropriate.
- To prioritise new cases for action and ensure that patients and/or relatives are kept informed of the progress at all times.
- To act as a point of contact for the Trust's complaints team for patients, relatives, visitors, MPs, advocates, external NHS organisations and Trust staff.
- Support the team to ensure that national targets with respect to complaint handling are met (acknowledged within 3 working days of receipt and within agreed timescales).
- Assist with the collation and supply of information (e.g. copies of files, chronology of events) as and when requested by the Parliamentary Health Service Ombudsman (PHSO) if local resolution has not been achieved.
- To provide advice, support and assistance to clinical and service managers in the investigation of complaints including clarifying concerns and the outcome the complainant wishes to achieve.
- Assist with arranging local resolution meetings between patients/relatives, medical/nursing staff and the complaints manager. Support the complaints manager as necessary with these.
- To ensure accurate maintenance of database (Datix system) and computer (G drive) files to a consistently high standard allowing easy retrieval of information relating to all cases.
- Support with the provision of accurate and relevant Datix information to ensure there is a robust system for producing accurate and timely reports and comply with Trust Information Governance policy and Data Protection Act.

- To work with Trust staff to encourage and promote a culture of openness, honesty and learning from feedback from service users, carers and the public.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care

- Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder is responsible for maintaining stock control and/or security of stock,

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

| Criteria | Essential | Desirable | <i>How criteria will be assessed</i> |
|-----------------------|--|------------------|---|
| Qualifications | <p>Educated to GCSE level (or equivalent)</p> <p>NVQ Customer Services (Level 3)</p> <p>Proficient in the use of Microsoft Office, Excel and databases</p> | | Application and Interview |
| Experience | <p>Experience of working in a busy customer service environment or complaints handling environment</p> <p>Experience of working within an NHS or Social Care environment</p> | | Application and Interview |

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| Knowledge | <p>Ability to work using own initiative, deal with competing priorities and have a high level of accuracy in recording information</p> <p>Excellent verbal, telephone, and written communication skills</p> <p>Excellent administrative skills</p> <p>Knowledge of NHS Governance and Risk Management</p> <p>Knowledge of Data Protection Act or Freedom of Information Act legislation</p> <p>Demonstrate tact and diplomacy when dealing with highly sensitive issues and maintain confidentiality</p> <p>Time management skills with the ability to prioritise own workload</p> <p>Problem solving skills and ability to respond to sudden unexpected demands</p> | | Application and Interview |
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.