

Job Description

Position:	Complaints and Governance Administrator
Division:	Medicine
Responsible to:	Lead Governance Facilitator
Responsible for:	N/A
Reports to:	Lead Governance Facilitator
Band:	Band 4
Location:	East Surrey Hospital
Hours of work:	37.5 pw
Disclosure required:	Yes

Job purpose

The post will receive and triage all complaints into the Division and forward them for resolution by the relevant Teams/Services. The focus of the post will be on the facilitation of effective, efficient and confidential handling of complaints across the Division using discretion, initiative, tact and diplomacy and including the development and maintenance of appropriate administrative systems, maintaining the divisions complaints database (InPhase), the checking of responses to complaints and to assist in the collation of reports.

Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

Dignity and Respect: we value each person as an individual and will challenge disrespectful and inappropriate behaviour.	One Team: we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
Compassion: we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.	Safety and Quality: we take responsibility for our actions, decisions and behaviours in delivering safe, high-quality care.

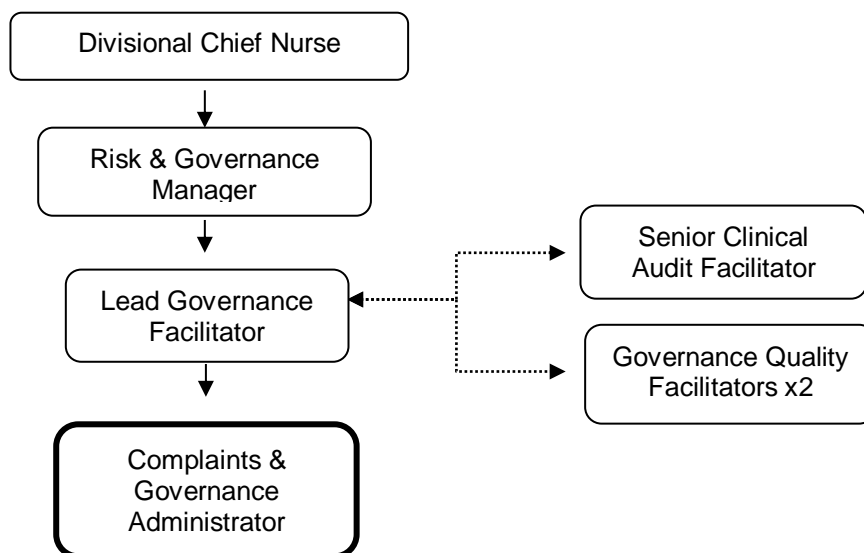
Our objectives

1. **Safe** – Deliver safe, high quality care and improving services which pursue perfection and be in the top 20% of our peers
2. **Effective** – As a teaching hospital deliver effective and improving sustainable clinical services within the local health economy
3. **Caring** – Work with compassion in partnership with patients, staff, families, carers and community partners
4. **Responsive** – To become the secondary care provider of choice for our the people of our community
5. **Well led** – To be a high quality employer of choice and deliver financial and clinical sustainability around a patient centred, clinically led leadership model

Key working relationships

Divisional Chief Nurse, Head of Nursing, Lead Nurse for Emergency Medicine, Clinical Leads, Risk and Governance Manager, Matrons, Ward Managers, Consultant Physicians, Senior Clinical Audit Facilitator, Governance Quality Facilitators, corporate teams covering patient safety and patient experience, divisional colleagues from Surgery, WACH, and Cancer & Diagnostics.

Structure chart



Main duties and key responsibilities

1) Communication / Relationship Skills

- a) To facilitate complainant and liaise with staff in relation to the complaint investigation.
- b) Initiate the process of taking the complainant's concerns forward under the Division's complaint processes.
- c) Ensure all enquiries and telephone calls are handled politely and appropriately at all times, often managing emotional and complex issues sensitively and in a caring manner.
- d) To build excellent working relationships with staff across the Division and Trust, to ensure good communication and a proactive approach to complaint handling.
- e) Produce timely, accurate and informative written correspondence for various internal and external parties, as required.
- f) Ensure the Lead Governance Facilitator is informed of requests for information from the Parliamentary Health Service Ombudsman and other NHS organisations promptly to enable timely response. Liaise with external organisations as appropriate to facilitate the successful management of these requests.
- g) To monitor the Teams/Services for complaints which have breached and ensure the complainant is kept fully informed of the process of their complaint.
- h) In line with the Standard Operating Procedure, identify when consent to share patient information with the complainant is required and process as appropriate.
- i) Facilitate day-to-day administration, development, delivery and implementation of the quality and clinical governance agenda. To provide support where needed for the medicine governance team.

2) Knowledge Training and skills

- a) Undertake mandatory and statutory training, as required by Trust policy.
- b) Contribute and commit to undertaking an annual development review/ appraisal.
- c) Undertake personal development as identified in the Personal Development Plan (PDP).
- d) Fully engage in reflective personal supervision.

3) Analytic and judgement skills

- a) Ensure data recorded on the governance database is accurate, complete and consistent, enabling identification of themes and trends.
- b) Contribute to the development of reports, as required.
- c) To be able to identify valid consent upon receipt of complaints from third parties to protect patient confidentiality.

4) Planning and Organisational skills

- a) Ensure that each complaint received is managed in a timely and appropriate manner; formal complainants have been contacted in accordance with Trust policy and the details are passed promptly

to the Teams and services to enable them to begin their investigation.

- b) Maintain and develop administrative systems to ensure complaints can be tracked through the system to facilitate early identification of potential delays in the process.
- c) Assist with access to health records and subject access requests received in relation to complaints, ensuring that medical records obtained by the department are tracked according to Trust policies and procedures.
- d) Produce the weekly reports if and as required.
- e) Be responsible for planning own workload, ensuring that work is prioritised accordingly and deadlines are met.

5) Physical skills

- a) Carry out all duties related to the role in a safe manner protecting their own health and safety and that of others.
- b) Ensure they participate in a workstation assessment and use equipment appropriately, and in line with any recommendations from the assessment.
- c) Collect healthcare records and transport appropriately to and from the department, handling all loads appropriately. Manage the department's incoming and outgoing post to and from the post room.

6) Patient and service user care

- a) Advise patients and carers about the complaints and PALS processes and independent advocacy services.
- b) Have responsibility for the Health, Safety and Welfare of self and others and comply with the requirements of the Health & Safety Regulations at all times.

7) Policy and Service Development

- a) Assist with the ongoing development and updating of the Trust's Complaints leaflet and Feedback Survey, using the feedback received to inform review of procedures, policies and divisional reporting.
- b) Maintain a database spread sheet collating results from the Feedback Survey to enable analysis of themes.
- c) Support the Lead Governance Facilitator in ensuring that the complaints procedures are clearly communicated and accessible to all users of the Division's services and Division staff.

8) Financial and Physical Resources

- a) Act as the requestor within the Medicine Governance Team for ordering office stationery and complaint leaflet supplies via the Trust's electronic ordering system. Maintain sufficient stocks to enable the

department to function effectively whilst ensuring value for money is maintained.

- b) To manage and maintain the Medicine Governance Team equipment.

9) Human Resources

- a) Work in accordance with the Trust's policy to eliminate unlawful discrimination and promote good race relations and diversity in the workplace; positively promote equality of opportunity in service delivery in accordance with Trust policy at all time; ensuring that no person receives less favourable treatment than another on the grounds of sex, marital status, race, religion, creed, colour, nationality, ethnic or national origin, sexual orientation or disability.
- b) There will be a requirement to liaise with and mentor volunteers or newly appointed staff.

10) Information Resources

- a) Be trained and competent in the use of relevant Trust IT systems including:
- b) Review and update all complaints and enquiries on the InPhase database, ensuring that information regarding the status of the complaint is accurate and current.
- c) Interpreting Cerner information and entering relevant details into InPhase to meet all regulatory and legal requirements, production of a Customer Care Record for each complaint which includes a summary of each complaint, risk rating, main subject, specialty and Member of Parliament involvement.
- d) Microsoft Outlook, Word, Excel and PowerPoint as required enabling duties to be fulfilled.

11) Research & Development

- a) Support the Risk & Governance Manager with reviewing the Standard Operating Procedures in response to external changes and best practice requirements.

12) Freedom to Act

- a) Complete all duties required by role independently as set out in this job description. Interpreting and acting on / escalating to senior colleagues in line with relevant policies.
- b) Undertake delegated duties and ad hoc projects as required.
- c) Maintain the smooth running of the complaints function and support the Risk & Governance Manager.

13) Physical Effort

- a) This role is office based within the East Surrey site.
- b) There is minimal load handling in relation to complaints files, filing and healthcare records.

14) Mental Effort

- a) All processes require understanding the information, interpretation of that information against the complaints process and the requirements for managing that individual complaint, including data entry,

to maintain normal complaints processes.

- b) Contacts with patients, carers or staff colleagues are frequent and ad hoc during the working day. They vary in their content, complexity and can often be confrontational, upsetting and on occasion aggressive / abusive.
- c) Frequent interruptions.

15) Emotional Effort

- a) Manage frequent exposure, both directly and indirectly to highly distressing and emotional situations, e.g. severely distressed, angry, worried and anxious patients and / or carers on the telephone, in meetings or through reading very emotive complaints and written responses.

16) Working Conditions

- a) Working in a busy open plan office, appropriately managing sensitive and confidential information.

Key attitudes and behaviours

- Maintains self-control and professionalism, even in the face of adversity.
- Collaborates outside own area to meet the needs of patients their families, guests and the Trust.
- Uses information, knowledge and expertise, challenges others to stand up for the needs of the patient.
- Takes the initiative to resolve issues / problems. Escalates concerns if they are beyond one's own area of responsibility. Engages other to do the same.
- Displays enthusiasm and optimism. Looks for opportunities to improve.

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

General

Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust's Disciplinary Policy, and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR)

and familiarise themselves with the Trust's information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

Safeguarding vulnerable adults, children and young people

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

No Smoking Policy

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

Research

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the medical director's office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

Intellectual Property

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust

Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

SASH+

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SASH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.

Essential	Desirable	Evidenced by
Qualifications		
<ul style="list-style-type: none"> Knowledge and experience to diploma level. Proficient in the use of Microsoft Office e.g. Word, Excel, Access, Outlook and Internet 	<ul style="list-style-type: none"> Proficient in the use of the InPhase, the Trust's data management system, or a similar IT system. 	Application
Experience		
<ul style="list-style-type: none"> Administrative experience 	<ul style="list-style-type: none"> A minimum of two years' experience in a complaints or PALS administration role. Experience of working in an NHS environment Experience of inter-agency and partnership working 	Application and Interview
Knowledge, Skills and Competencies		
<ul style="list-style-type: none"> Able to interact and communicate confidently with all levels of staff and the public. Excellent organisational skills Self-motivated, able to use initiative and work unsupervised and in line with the Standard Operating Procedure whilst also being a strong team player. Excellent literacy skills ensuring attention to detail, accuracy and a methodical approach. Excellent letter writing and verbal skills. Able to remain compassionate, calm and objective and diffuse a difficult situation. Good time management Problem solving skills and ability to respond to sudden unexpected demands. 	<ul style="list-style-type: none"> Basic understanding of clinical governance Knowledge of the PALS National Framework and NHS Complaints Procedure Knowledge of key issues within the NHS and/or other public sector organisations Demonstrate an understanding of the practices of Human Rights in the delivery of this role 	Application and Interview

<ul style="list-style-type: none"> • Ability to prioritise own workload in response to changing/urgent demands and requirements, working to deadlines. • Able to research, prepare and present information. • Positive team working approach. • A strong desire to improve performance and make a difference by focusing on goals. • Flexible with a positive attitude and receptiveness to change. • Demonstrate ability and commitment to meet Trust values 		
Behaviours and Values		
<ul style="list-style-type: none"> • Flexibility in shift/working patterns to meet the needs of the service. • Is able to participate as a team member. • Willing to accept additional responsibilities as delegated by senior staff. • Displays SASH Values 		Application and Interview