**JOB DESCRIPTION**

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| **JOB TITLE:** | Complaints, Incidents, Claims, Inquest Team Administrator |
| **GRADE:** | Band 3 |
| **DEPARTMENT** | Patient Safety Team |
| **LOCATION:** | St Nicholas Hospital, Gosforth |
| **RESPONSIBLE TO:** | Incident Complaints and Claims Manager |
| **ACCOUNTABLE TO** | Head of Clinical Risk and Investigations |

**MAIN PURPOSE OF THE JOB**

The post holders will work as part of the Patient Safety Team. They will be expected to provide good quality clerical and administrative support to the Incident, Complaints and Claims Manager and Head of Clinical Risk and Investigations. Their main role will be to help administer the complaint process to ensure its smooth running to set timescales. They will input information onto the Safeguard risk management system. They will work within well-defined administration systems, and processes so as deliver their duties and responsibilities.

**DIMENSIONS**

Northumberland, Tyne and Wear NHS Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.

**VISION AND VALUES**

**Our Vision is:** “We strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

**Our Values are:-**

* Caring Compassionate
* Respectful
* Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO **HIGH QUALITY, COMPASSIONATE CARE** AND TO ACHIEVE **EXCELLENT HEALTH AND WELLBEING OUTCOMES**

**ORGANISATIONAL CHART**

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**COMMUNICATION & RELATIONSHIPS**

* Communicate effectively with staff and a range of external agencies regarding complaints, for example the Parliamentary Health Service Ombudsman (PHSO).
* Provide and receive standard and routine information relating to complaints, incidents and claims.
* Communicate basic legislation and Trust policy in an understandable form, for example, explaining the complaint process to a complainant.
* Communicate sensitive and confidential information, using tact and diplomacy.

**KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

* Hold an RSA/NVQ Level 3 in administration or equivalent level of qualification or relevant proven experience.
* Have a good standard of literacy.
* Have knowledge and experience of administrative systems and processes in a busy environment.
* Have accurate keyboard skills and experience in the use of Microsoft Office software packages including Word, Excel and computer databases.
* Have working knowledge and understanding of the NHS code of confidentiality and related confidentiality guidance.
* Have excellent organisational and prioritising skills.
* Be a good communicator with a high standard of writing, data entry and telephone skills.
* Be able to work effectively as part of a team.
* Have an understanding of the principles of good customer care.
* Have a flexible and adaptable approach to working.
* Be able to cope with conflicting priorities.
* Be enthusiastic, cheerful and self-motivated.
* Have personal resilience in dealing with angry or distressed people in a range of situations of a sensitive nature.

**ANALYTICAL AND JUDGEMENTAL SKILLS**

* Be able to assist staff or service users with queries regarding complaints, incidents or claims and give them appropriate advice, knowing when to refer to a manager.
* Have the ability to address a variety of day-to-day administrative and clerical issues.

**PLANNING AND ORGANISATIONAL SKILLS**

* Prioritise own daily workload by using initiative and being flexible to work within a team.
* Have the ability to plan ahead, meet deadlines, organise meetings and supervision sessions and put in diaries, up to twelve months in advance.

**PHYSICAL SKILLS**

* Have accurate keyboard skills in order to input information into Safeguard risk management system.
* Be literate and proficient to advanced level in standard IT applications, using keyboard skills to create accurate letters and reports.

**RESPONSIBILITIES FOR PATIENT/CLIENT CARE**

* Provide non-clinical advice and information to service users, relatives and staff.
* Have regular contact with service users, relatives and carers on the telephone.
* Be required to maintain patient confidentiality at all times.

**POLICY AND SERVICE DEVELOPMENT**

* Follow policies and procedures in own area and be expected to comment on any new/revised departmental procedures.

**FINANCIAL AND PHYSICAL RESOURCES**

The post holder will:

* Report building or maintenance issues via the Estates Department.
* Help to ensure all office equipment is in working order reporting any fault to the appropriate company.

**HUMAN RESOURCES**

* Demonstrate and explain own activities and procedures to new or less experienced staff.

**INFORMATION RESOURCES**

* Input information into the Safeguard Risk Management system.
* Transmit, retrieve and store data in the above system.
* To ensure all information is securely stored and that only authorised persons have access to information.
* File, photocopy and scan paper correspondence.
* Maintain department filing systems.
* Take minutes at meetings as required and circulate to attendees

**RESEARCH AND DEVELOPMENT**

* Undertake audits and surveys as necessary to own work.

**FREEDOM TO ACT**

* Work with direct supervision. Senior staff are available for reference and advice.
* Work as part of a team.
* Work to Trust policies, established practices and defined standards and departmental procedures.
* Participate in monthly supervision and regular appraisal.

**PHYSICAL EFFORT**

* Be involved in a combination of sitting, standing or walking, light physical effort, however majority of shift will be spent sitting at a computer.

**MENTAL EFFORT**

* Experience a generally predictable work pattern with occasional requirement to set aside planned work to deal with another situation.
* Concentration is required to ensure details are inputted accurately into the database.

**EMOTIONAL EFFORT**

* Have daily indirect exposure to information including details of self harm, death, assault and abuse.
* Deal with angry, distressed or emotional patients, carers or staff on the telephone.

**WORKING CONDITIONS**

## Be required to use a computer for the majority of shift.

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| **SAFEGUARDING**Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee’s responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.**HEALTH AND SAFETY**Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.**TRUST CLINICAL GOVERNANCE STRATEGY**It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team’s clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.**Information of a Confidential Nature or Access to Confidential Information**“To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information”**INFECTION CONTROL**All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans’.**CALDICOTT RESPONSIBILITIES:**1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don’t use it **unless it is absolutely necessary** -Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**
3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

**ACCESS TO CONFIDENTIAL INFORMATION:**To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.  |

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

**JOB DESCRIPTION AGREEMENT**

**Post Title: …………………………………………………………………………………..**

**Post Holder’s Name: ……………………………………………………………………..**

**Post Holder’s Signature: ……………………………………Date: ………………….**

**Line Manager’s Name: …………………………………………………………………**

**Line Manager’s Signature: …………………………………...…Date: ……………….**



**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Education and Qualification** | RSA/NVQ Level 3 in administration or equivalent level of qualification or relevant proven experienceGood standard of literacy | ECDL qualification |
| **Knowledge and Experience** | Working within established administrative processes and systems in a busy environmentMicrosoft OfficeHave working knowledge and understanding of the NHS code of confidentiality and related confidentiality guidance | Knowledge of handling / dealing with complaintsTaking minutes at meetingsExperience of using Ulysses Safeguard Risk Management System |
| **Skills and Competencies** | Excellent organisational and prioritising skillsGood communicator with good writing, data entry and telephone skillsBeing able to manage own workload to ensure deadlines are metAccurate keyboard skills |  |
| **Role/Team specific requirements** | Able to work effectively as part of a teamFlexible and adaptable approach to workingUnderstanding of the principles of good customer careAbility to cope with conflicting priorities |  |
| **Personal Characteristics** | Enthusiastic, cheerful and self-motivatedPersonal resilience in dealing with angry or distressed people in a range of situations of a sensitive nature |  |