

Job Description
NHS Professionals Limited

Job Title: Complaints Administrator

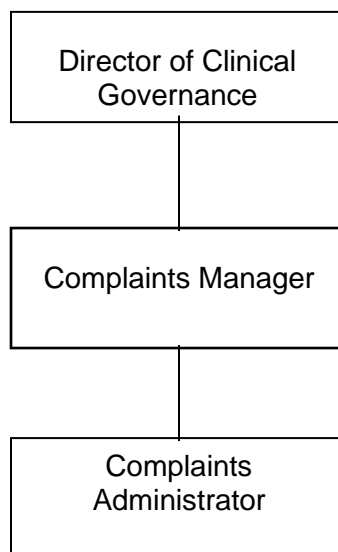
Grade: L1

Location: Hemel Hempstead

Role:

To manage, maintain and develop the Complaints and Incidents computerised database and associated paper-based filing systems. Conduct administrative tasks to support employment relations processes. Implement and coordinate the complaints management process in accordance with the NHSP Complaints and Incidents Management Policy and procedures.

Organisational Structure:



Responsibilities:

- Implement the NHS Professionals Complaints and Incidents Management Policy, by entering data, tracking and monitoring responses via website, telephone, e-mail and letters and compliance for NHS Professionals employees and flexible workers, temporary staff from commercial agencies and NHS Client Trusts.

- Communicate and liaise with senior managers (Nurse Managers, TLC's and HR) and external stakeholders (commercial nursing agencies and NHS Trust staff) in connection with the investigation of complaints, incidents and disciplinary cases.
- Supports the work of the Employment Relations team by; preparing case papers, arranging meetings and hearings, maintaining ER records and processing helpline queries.
- Support the activities of complaint / incident investigating officers, ensuring that all activities are compliant with the NHSP Complaints and Incidents Management Policy and procedures.
- Support investigations into complaints of poor attendance / timekeeping of nurse members and referring to Clinical Governance Coordinators and Lead Nurses.
- Train and support other users of the Complaints and Incidents Management systems.
- Prioritise own workload with Word processing of documents and correspondence.
- Research complaints databases for reference requests by searching the computerised database and paper copy files.
- Update intranet, website etc.
- Maintain clerical supplies required for job e.g. response forms, files etc
- Respond to complaints received from Trusts about NHS Professional or Nursing Agency members, or complaints from Nursing Agencies about NHS Trusts / NHSP staff flexible workers
- Provide information and produce reports on complaints / incidents received to NHSP investigating officers, operational managers and the Human Resource / Employment Relations team as requested.

Accountabilities:

- Record complaints and ensure that they are dealt with in a timely manner by logging complaints onto the database according to specified categories, and ensuring all requested information is obtained, logged and backed -up.
- Liaison with secondary suppliers, customer trusts and flexible workers in accordance with NHS Professionals procedures, providing information and creating reports as required.
- Provide information and producing reports on complaints / incidents received to NHSP investigating officers, operational managers (Clinical Governance Coordinators) and the Human Resource Management team as requested
- Input new case data ensuring that the Complaints database is updated regularly and information is accurate.
- Maintaining confidentiality of information about patients, customer trusts, NHS Professionals business and NHS Professionals employees and flexible workers in accordance with procedures and the Data Protection and Freedom of Information Acts.

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**
To act in accordance with NHS Professional's Equality and Diversity Policy, this is designed to prevent discrimination of any kind.
- **Health and Safety**
Ensure that all duties are carried out in line with NHS Professional's Health and Safety Policy.
- **Corporate Image**
Always adopt a professional image.
- **Risk Management**
Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
Responsibility for attending health and safety training as required.
Responsibility for assisting with risk assessments.
- **Scheme of Delegation**
To comply with the Scheme of Delegation - this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

Note:

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

Person Specification

Criteria:	ESSENTIAL <i>(When applying for this job it is important you fulfill all these essential requirements. If you do not you are unlikely to be interviewed)</i>	HOW IDENTIFIED A / C / I / P / R / T	DESIRABLE <i>(When applying for this job it is desirable you fulfill these requirements. However, if you do not you may still apply and may be interviewed)</i>	HOW IDENTIFIED A / C / I / P / R / T
Qualifications and Knowledge:	<ul style="list-style-type: none"> • Grade C or equivalent in Maths and English GCSE • Word processing skills • Database management 	A / C / I / R / T	<ul style="list-style-type: none"> • ECDL / computer literacy • Database management qualification 	A / C / I / R / T
Experience:	<ul style="list-style-type: none"> • Customer care • Office administration skills • Experience of managing databases 	A / C / I / R / T	<ul style="list-style-type: none"> • Previous experience in Complaints and Incident management and course attendance • Experience of managing databases • Excel spreadsheets • File Management • Document processing 	A / C / I / R / T
Communication and People Skills:	<ul style="list-style-type: none"> • Communication skills – written & verbal • Ability to work in a team • Good telephone manner • Telephony skills – transferring calls etc. 	A / C / I / R / T		

Organisational Skills:	<ul style="list-style-type: none"> • Issue resolution and an ability to discuss and resolve complaints with senior managers and external stakeholders. • Ability to multi-task • Flexibility and commitment • Able to work as a team <p>and prioritise own workload</p>	A / C / I R / T		
Specialist Knowledge/ Skills:	<ul style="list-style-type: none"> • Previous IT experience and database management • Database Usage training experience 	A/C	<ul style="list-style-type: none"> • Experience with Complaints and Risk Management Computerised systems • Experience of dealing with disciplinary cases. 	
Physical Skills:	<ul style="list-style-type: none"> • Must be able to pass pre-employment assessment. 	P		
Equality:	<ul style="list-style-type: none"> • Candidates should indicate an acceptance of and commitment to the principles underlying NHSP's Equality and Diversity and Health and Safety Policies. 	I		
<p>Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation</p>				



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