**Job Description**

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| **Job Title**  | Senior Support Officer |
| **Grade** | SME 3 |
| **Location** | Home |

**Role**

* Support the escalation process to ensure completion of investigations within the required Service Level Agreement.
* Manage sensitive and complex information from Client Trusts and Bank Members as part of the escalation process.
* Build and produce complex and detailed reports as requested by Head of Risk/Senior Nurse and Head of Clinical Governance & Quality for both internal and external meetings
* Manage and maintain a complex process for the management of non-compliant bank members in relation to CPD and remedial actions.
* Act as a point of contact for Trust staff and bank members, liaising with internal departments to obtain relevant information.
* Liaise and work alongside Client Services as appropriate contributing to business objectives
* As a member of the Clinical Governance Team, support achievement of strategies, objectives and development of service delivery goals.

**Organisational Structure**

**Responsibilities**

* Produce detailed and structured formatted reports and management information for the CG Clinical Lead Team to be utilised during Trust Liaison Meetings, as required.
* Manage the effective delivery of complaints completion within SLA by producing weekly formatted spreadsheets of up to date information on complaints management. To include timeline breaches and evidence of unnecessary delays to Head of Clinical Governance & Quality.
* Produce thematic reports as required including up to date reports for the CGOG committee
* Contact Bank Members and Trusts as required to obtain all information to support the investigation process, escalate con-compliance issues and work with Bank Member HR.
* Liaise with senior members of the Trust and/or the Trust Lead and when required the Director of Nursing to obtain outstanding evidence for NHS Professionals investigations.
* Produce detailed written communication to Client Trusts in relation to obtaining information for complaints investigations
* Maintain update and manage the Clinical Lead rota in conjunction with the Head of Clinical Governance & Quality reviewing weekly requirements in relation to staff meeting attendance
* Manage the reporting mechanism for management investigation cases including the timeframe when logging management investigation cases
* Assist in the completion of weekly/monthly internal audits as advised by Head of Clinical Governance & Quality
* Responsible for confirmation of Clinical Leads continued registration with the NMC
* Responsible for planning of organisational induction plans in relation to the CG team liaising with corporate teams
* Work with Head of Clinical Governance & Quality to review and update policies
* Responsible for the version control of all CG policies and update of policies to SharePoint
* Arrange meetings as required
* Attend meetings, compile meeting agendas, take minutes (ad-hoc and monthly CGOG meeting), compile and circulate meeting notes
* Produce complex and detailed charts and flowcharts in relation to the update and development of policies and processes
* Contribute to the development of organisational and departmental policies and procedures which relate to the CG agenda
* Produce quarterly and annual statistics around clinical complaints trends and provide this information in presentations to the CG Team
* Communicate and liaise with senior managers across the organisation and externally with senior managers of the Trust in relation to the CG agenda and management of complaints and incidents
* Manage and maintain an up to date spreadsheet of Client Liaison activity
* Produce and maintain the yearly spreadsheet for annual leave monitoring for all CG Team
* Maintain and update the CG NMC referral spreadsheet and monitor referrals and NMC correspondence
* Manage the multiple complaints reporting formatting the data weekly for dispatch to senior managers in CG
* Provide administrative support to the CG Team: reviewing/proofreading letters to client Trusts and Bank Members and advising on changes and amendments dispatching as required
* Support triage of clinical complaint cases as required

**Accountabilities**

* Ensure all complaints and incidents are investigated in accordance with NHS Professionals' policies and relevant legal and professional standards.
* Handle confidential information in compliance with information governance regulations.
* Escalate any issues that may attract external interest or affect public perception, including potential media involvement.
* Ensure Trust liaison and trust reporting is accurate, timely and consistent.
* Act as Deputy Information Assest Owner

**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 Professionals’ 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 Professionals’ Health and Safety Policy.

* + - **Corporate Image**

Adopt a professional image at all times.

* **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 in 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.

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|  **PERSON SPECIFICATION** |
| **Criteria:** | **ESSENTIAL***(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)* | **HOW IDENTIFIED**A / C / I / P/ R / T | **DESIRABLE***(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed***)** | **HOW IDENTIFIED**A / C / I / P / R / T |
| **Qualifications and Knowledge:** | * GCSE Maths and English at Grade C or above or equivalent qualification
* A Levels or equivalent qualification or experience

Project management experience  | A/C | * Educated to degree level
 | A/C |
| **Experience:** | * Previous experience of working in a demanding customer focused environment
* Evidence of using databases and Microsoft packages excel.
* Experience of dealing with high volume internal and external “customer” enquiries over the telephone, in writing and face to face
* Report Writing
 | AAA/I | * Clinical Governance experience
* Experience of using publisher/VISO
* Experience of using CIMS
 | A |
| **Communication and People Skills:** | * Calm, approachable and confident when dealing with challenging situations
* Competency & person assessment skills
* Literacy & document presentation
* Computer skills
 | CA | * Interview skills
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| **Organisational Skills** | * Punctual
* Ability to manage own workload
* Ability to work unsupervised
* Self motivating
* Record keeping and file management
 | A/I | * Team working
* File management

Project management |  |
| **Specialist Knowledge and Skills** | * Excellent verbal and written communication skills
* Ability to build effective working relationships with staff across a wide range of professional and managerial groups
* Negotiating and influencing skills
* Conveys a credible and highly professional image
* Presentation skills
 | A/IA/IA/IA/IA/IC | * Investigation planning
* Interview planning
* Research and development
* Policy development
 | A/I |
| **Physical Skills:** | * Must pass pre-employment health assessment.
 | P |  |  |
| **Equality:** | * Candidates should indicate an acceptance of and commitment to the principles underlying NHSP’s Equality and Diversity and Health and Safety Policies.
 | I |  |  |

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation