

SOUTH EAST COST AMBULANCE SERVICE NHS TRUST

ROLE BRIEF

Directorate:	Communications, Involvement and Engagement
Job Title:	Complaints Manager
Indicative AfC Banding:	6
Contract:	Full time
Responsible To:	Patient Experience Lead
Base:	Lewes
Job Purpose:	The Complaints Manager's primary role is to deliver an effective system for managing the Trust's complaints process to comply with both Trust and national performance targets and guidance.
Key Duties:	<ul style="list-style-type: none">• To provide a first point of contact for members of the public, DH and Ombudsman on complaints-related issues.• To ensure that the Trust's complaints process is effectively performance managed in line with national targets and continually improved upon.• To ensure that up to date literature and information with regard to making a complaint is available to both internally and externally, on an equitable basis and taking into account the needs of the population served.• To identify trends both clinical and non-clinical, and provide analysis and information reports to the Executive Team, Board and DH as required.• Any direct reports to be line managed and developed within the policies and procedures of the Trust.• Ensure compliance with the Data Protection Act, Freedom of Information Act and Caldicott guidance.• To provide support, expert guidance and advice to colleagues, managers and the Trust's executive team.

<p>Special Conditions:</p>	<ul style="list-style-type: none"> • To represent the Trust at local and national complaints meetings and events. • To liaise closely with investigating officers to ensure that action plans are produced and recommendations followed up and implemented. • Undertake any other work commensurate with the grade of the post. • Willing to travel across the Trust's area, necessitating clean, current driving licence <p>The duties and responsibilities described in this role brief may be subject to amendment in the light of the changing needs of the Trust.</p>
<p>Key Knowledge, Skills and Experience:</p>	<p>Experience and work achievements</p> <ul style="list-style-type: none"> • Has significant experience of managing NHS complaints processes. • Can demonstrate significant experience of dealing with patients tactfully and empathetically. • Experience of working with multi-disciplinary teams at different organisational levels. • Minimum of 5 years experience in customer relations and experience in an administrative capacity. • Experienced in maintaining a high level of confidentiality. <p>Skills and abilities</p> <ul style="list-style-type: none"> • Is credible to internal and external stakeholders. • Has strong analytic, numeric and critical reasoning skills and capable of effective problem solving. • Has excellent communication skills, both written and verbal. • Has proven ability to work well within a team to deliver results. • Ability to assess risks, anticipate difficulties and successfully address them. • Is politically astute with knowledge of national and regional decision making and influencing bodies. • Strong interpersonal skills • Ability to work on own initiative • Sensitivity to people issues and confidentiality

	<p>Personal attributes</p> <ul style="list-style-type: none"> • Has empathy with complainants • Has excellent listening skills • Is a role model for openness and inclusion. • Demonstrates resilience, confidence and self belief when under pressure. • Can demonstrate self awareness which includes awareness of impact on others. • Ability to work under pressure and meet deadlines. • Has personal integrity. • Committed to promoting diversity and awareness of equal opportunities. • Demonstrates commitment to the values, principles of public service and health and social care. • Has a sense of humour • Commitment to quality of work and continuous improvement • Is dependable, self reliant <p>Knowledge and educational achievements</p> <ul style="list-style-type: none"> • Provide evidence of recent on-going personal development action, as well as activity. • Has thorough knowledge of complaints processes. • Knowledge of legislation: Data Protection Act; Freedom of Information Act; NHS Complaints Procedure • Has good IT skills and is conversant with the Trust's complaints software. • Has current broad knowledge of the national NHS context.
<p>Health and Safety:</p>	<p>The post holder will take due care at work, reporting any accidents or untoward occurrences.</p> <p>The Trust operates a "No Smoking" Policy. Staff are only allowed to smoke in designated smoking areas.</p>

Louise Hutchinson
December 2010