

# South East Coast Ambulance Service NHS Foundation Trust

## Role brief

<b>Directorate:</b>	Commercial Services
<b>Job Title:</b>	<b>Patient Experience Officer</b>
<b>Indicative AfC Banding:</b>	4
<b>Working hours</b>	Monday – Friday, 7.5 hours per day between 8am and 5pm (at least half an hour to be taken for lunch, unpaid)
<b>Responsible To:</b>	Patient Experience Manager
<b>Base:</b>	Lewes
<b>Job Purpose:</b>	The Patient Experience Officer's primary responsibility is to support the team in delivering an effective, open and transparent complaints process for the Trust in line with recognised good practice.
<b>Key Duties:</b>	<ul style="list-style-type: none"> <li>• To work as part of the Patient Experience Team to deliver an effective service to the public and ensure the Trust learns from their experiences.</li> <li>• To assist members of the public who wish to make a complaint about South East Coast Ambulance NHS Foundation Trust, or are seeking information, help or advice, liaising with them by telephone, letter, email, or any other method by which they communicate with the Trust.</li> <li>• Register complaints on the Trust's risk management database, providing responses to simple complaints and forwarding those requiring investigation to nominated managers.</li> <li>• Liaise regularly with investigating managers throughout the Trust in an effort to ensure that timely responses to informal complaints are received, reviewed, and relayed to complainants within timescale.</li> <li>• Provide verbal and written feedback in response to informal complaints.</li> <li>• Record and monitor implementation of actions resulting from complaints investigations.</li> <li>• Highlight to the Patient Experience Manager (or Patient Experience Lead in their absence) any complaint that is of a potentially serious nature.</li> <li>• Maintain confidentiality of information, ensuring that the Data Protection Act 1998 and Caldicott principles are adhered to.</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake administrative duties for the Patient Experience Team as required.</li> <li>• Attend meetings across SECAMB's geography on an occasional basis.</li> </ul>
<b>Special conditions:</b>	The duties and responsibilities described in this role brief may be subject to amendment in the light of the changing needs of the Trust.
<b>Key knowledge, skills and experience:</b>	<p><b>Experience and work achievements</b></p> <ul style="list-style-type: none"> <li>• Significant experience of working in a complaints role.</li> <li>• Excellent understanding of NHS Complaints processes.</li> <li>• Thorough understanding of and belief in the principles of customer care.</li> </ul> <p><b>Skills and abilities</b></p> <ul style="list-style-type: none"> <li>• Ability to deal calmly with callers who may be upset or angry and respond to them in a professional and supportive manner.</li> <li>• A high standard of listening and communication skills, both verbal and written.</li> <li>• A high standard of computer literacy.</li> <li>• Is credible to internal and external stakeholders.</li> <li>• Well-developed negotiating and influencing skills.</li> <li>• Has broad knowledge of health care sector.</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• Is a role model for openness and inclusion.</li> <li>• Demonstrates resilience, confidence and self-belief when under pressure.</li> <li>• Displays empathy and understanding when dealing with callers who may be upset, angry or concerned.</li> <li>• Can demonstrate self-awareness, which includes awareness of impact on others.</li> <li>• Ability to work under pressure and meet deadlines.</li> <li>• Has personal integrity.</li> <li>• Committed to promoting diversity and awareness of equal opportunities.</li> <li>• Demonstrates commitment to the values, principles of public service and health and social care.</li> </ul>
<b>Health and Safety:</b>	<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>