



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<b><u>JOB DETAILS</u></b>	
<b>Job Title:</b>	Quality & Safety Case Coordinator for Mental Health & Learning Disability Services
<b>Pay Band:</b>	6
<b>Hours of Work and Nature of Contract:</b>	To be completed on recruitment
<b>Service Group:</b>	Nursing
<b>Department:</b>	Quality & Safety Mental Health & Learning Disability Services
<b>Base:</b>	To be completed on recruitment
<b><u>ORGANISATIONAL ARRANGEMENTS</u></b>	
<b>Managerially Accountable to:</b>	Clinical Lead for Quality & Safety Mental Health & Learning Disability Services
<b>Professionally Accountable to:</b>	Clinical Lead for Quality & Safety Mental Health & Learning Disability Services
<b><u>VALUES &amp; BEHAVIOUR</u></b>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

## **JOB SUMMARY / PURPOSE:**

To undertake a range of activities in connection with the management and investigation of Concerns in accordance with applicable Health Board policies, procedures and protocols and the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 (hereafter, the 'Regulations').

This would include supporting the Clinical Lead for Quality & Safety with investigation of Incidents and Complaints, and Inquest cases taking the lead on allocated cases, ensuring the appropriate organisation, prioritisation, allocation of work and compliance with all relevant policies, procedures, processes, and authorities, providing effective and responsive support to the Mental Health & Learning Disability Service Groups and Directorates.

Contribute to achieving the objectives and priorities of the Health Board and the Quality & Safety Mental Health & Learning Disability department.

## **DUTIES & RESPONSIBILITIES**

### **Communication & Relationships**

Foster and maintain professional and effective relationships with Mental Health & Learning Disability staff and external contacts, at all levels, to ensure the discharge of all responsibilities and objectives.

Act as a point of contact for advice, within the limits of own competency, to internal and external contacts and patients/carers/representatives on the investigation of any matters within the Quality & Safety Mental Health & Learning Disability department's remit.

Develop a sound understanding of the NHS Complaints and Inquest cases ensuring effective compliance on all appropriate cases.

Communicate sensitively and professionally with patients / relatives / representatives, where appropriate to establish concerns and issues to be addressed and provide appropriate reassurances.

Ensure communications are suitable for any person who may have special needs e.g., reading, language or hearing difficulties.

Communicate sensitively and professionally with Mental Health & Learning Disability staff of all professions and at all levels that may be the subject of investigation of incidents and complaints, inquest cases, providing re-assurance on the relevant processes and the focus on learning lessons.

Ensure that staff who are involved with Inquest cases being handled by the post-holder, in whatever capacity, are kept fully informed of the status of the case.

Provide advice, support, and reassurances to staff across the Mental Health & Learning Disability Service Groups as appropriate in respect of any matters that are within the remit and competency of the post holder.

Share learning and ensure the appropriate dissemination of various information across the Mental Health & Learning Disability Service Groups, including information from partners and external sources.

When requested, co-ordinate and/or deliver awareness sessions on investigations and concerns to include Court of Protection cases to staff on any area within the remit of the Mental Health & Learning Disability department.

Collate and prepare timely and fit for purpose reports in support of the themes and trends of Concerns reporting to specific committees and groups, drawing attention and opportunities for change and future learning and development.

Provide support / administration / and follow up of all associated with investigation of incidents and complaints, Court of Protection, and inquest cases.

## **Planning**

Plan meetings with service leads, patients, staff and/or their representatives on cases being personally managed. This will include Court of Protection concerns and inquest case matters where applicable and will require a strategy for the meeting to be determined.

Judge when individual cases require referral to the Clinical Lead for Quality and Safety Team for decisions and/or action.

Assist with the delivery of objectives and priorities of the Concerns, Inquests and Court of Protection cases to the Mental Health & Learning Disability Learning and Development group.

Support the Mental Health & Learning Disability Service Groups in communications with patients/relatives/representatives on adverse occurrences / concerns.

Put in place learning from investigation of incidents and complaints, and inquest cases working with user/carer groups to ensure recovery and inclusiveness.

Support the day-to-day management of investigation of incidents and complaints, and inquest cases and all activities associated such as prioritisation, allocation of work across the Mental Health & Learning Disability Service Groups and implementation of and compliance with all relevant policies, procedures, processes, and authorities, ensuring it is delivering effective and responsive support to the Mental Health & Learning Disability services.

Ensure that an appropriate level of work is undertaken in an integrated and holistic way on individual cases, following them through the pathway of formal procedures. This specifically requires a focus on ensuring actions are taken at the very earliest stage in preparation for all the stages that may follow.

Manage work flexibly within the immediate team and across the department as a whole. The post holder should also expect to be assigned tasks on individual cases in the absence of the Clinical Lead for Quality & Safety.

Manage allocated cases (which will generally be linked to a grade, or equivalent, and reflect complexity and seriousness) through all processes to conclusion, in accordance with policies and procedures, authorities and quality and performance standards ensuring appropriate guidance and supervision if any case should escalate in seriousness or beyond delegated authority limits or own competency. Where it is necessary for a case to be moved to the Clinical Lead for Quality & Safety the post-holder should expect to maintain some involvement.

Plan and prioritise own workload to ensure deadlines and quality standards are met.

Produce and use data to report appropriately on performance, effectiveness, and recommended improvements, in accordance with defined frameworks and timetables.

Where requested, to participate in, or facilitate investigations instigated under Health Board policies.

Act as a 'designated lead' in Court of Protection cases where nominated and appropriate.

Clarify and confirm complex Datix and data entry aspects for the Quality & Safety Mental Health & Learning Disability teams and the Professional Head of Nursing for Quality & Safety associated with investigation of incidents and complaints, Court of Protection, and inquest cases.

On an annual basis, to co-ordinate and conduct audits of compliance with internal processes, making recommendations for actions to address issues that may be identified.

Assist with the regular review and revision of policies and procedures that are the remit of the Quality & Safety Team for Mental Health & Learning Disability services, providing drafts initially to the Professional Head of Nursing and Clinical Lead for Quality & Safety for approval.

On a quarterly basis, to conduct data quality audits of records in Datix and act on findings in conjunction with colleagues.

Flexibility will be key to this role to enable the individual to adapt to the tasks required in processing of incidents and complaints, Court of Protection, and inquest cases.

### **Information Resources**

Undertake all allocated Datix administration tasks.

On a daily basis, to create and update individual records within the Datix System for all cases that are personally handled.

On an ongoing basis, to oversee and monitor the accurate and appropriate system use and data capture by members of the Mental Health & Learning Disability Teams.

Contribute to the ongoing operation of the Datix System, its implementation and use of its full functionality.

Generate management and performance information from the Datix System for integration/interpretation in reports and advice.

Take all necessary actions to safeguard the security and confidentiality of all information and data held or accessed by the Mental Health & Learning Disability Teams which includes paper files and electronic information, medical records, occupational health records and personnel files.

### **Leadership & Management**

Escalating issues to the Clinical Lead for Quality & Safety for Mental Health & Learning Disability services that cannot be resolved or require senior input / authority.

Work closely with the Mental Health & Learning Disability Service Groups/ Directorate teams, service users, carers and other organisations ensuring compliance with all applicable procedures, protocols, and performance standards.

## **Policy and Service Development**

Contribute to the development/review/revision of Policies, Procedures and Protocols that are the responsibility of the Clinical Lead for Mental Health & Learning Disability Services and support the implementation of and compliance with these policies.

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Educated to degree level or relevant equivalent experience within a similar environment</p> <p>Knowledge of investigations</p> <p>Full range of IT skills</p>	<p>Recognised formal qualification in a relevant subject area or willingness to undertake</p>	<p>Pre-employment checks</p> <p>Application Form</p>
<b>Experience</b>	<p>Ability to assess complicated information; recognising key issues in complex cases immediately; making reasoned decisions on the evidence provided and planning work accordingly</p> <p>Experience in managing investigations</p> <p>Experience of managing performance and ensuring targets and performance indicators are met</p> <p>Experience of dealing with complex and sensitive issues</p> <p>Experience of building and maintaining robust, effective, professional relationships and networks across a wide range of professions and organisations</p>	<p>Knowledge of the NHS National Health Service (Concerns, Complaints) (Wales) Regulations 2011 and the implications on NHS organisations</p> <p>Knowledge of the Clinical Governance and Risk Management agendas in the NHS and current issues</p> <p>Knowledge of investigation of incidents &amp; complaints, COP and inquest cases and their management</p> <p>Caseload Management</p> <p>Knowledge of 'Putting Things Right'</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Aptitude and Abilities</b>	<p>Evidence of ability to work successfully under pressure, prioritising and managing conflicting deadlines</p> <p>Evidence of success in maintaining effective processes and systems for managing caseload / workload</p> <p>Evidence of report writing skills and presentation skills</p> <p>Ability to demonstrate negotiation and influencing skills in a manner appropriate to a complex and sensitive environment</p> <p>Excellent verbal and written skills</p> <p>Excellent presentational skills</p> <p>Able to prioritise workload and effectively manage specialised and complex competing demands</p> <p>Demonstrate tact, diplomacy, and political awareness</p> <p>Ability to relate to staff of all disciplines and seniority</p> <p>Ability to work as part of a team but also accepting responsibility and accountability for performance</p>	Ability to speak Welsh	Interview Application Form
<b>Values</b>	Demonstrate PTHB Values		Interview Application Form
<b>Other</b>	Ability to travel between sites in a timely manner		Application Form and Interview



**GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **indirect contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau **Standard** Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

## Organisational Chart



