

Job Title Legal Support Officer
Job Description

Department: Integrated Governance Unit

Office Base Silver Springs, Tameside Hospital, Ashton under Lyne, OL6 9RW

Band: AFC Band 4

Reports and Responsible to: Head of Legal Services

Accountable to: Chief Nurse

Key Relationships:

Internal: Clinicians and Clinical Staff, Divisional and Directorate Governance leads and support teams, Integrated Governance Unit and Corporate Nursing team. All staff across the organisation.

External: Other Healthcare providers, HM Coroner, Solicitors, other regulatory bodies, patients and relatives.

JOB SUMMARY:

To support in the delivery of the variety of services provided by the Integrated Legal Team, particularly Inquest and Claims management but also other legal work, including Court of Protection, as well as Mental Health Act compliance work. To work closely with members of the Integrated Legal Team to assist with the day-to-day administrative processes involved in managing and progressing Inquests, Claims, and other Legal matters.

MAIN DUTIES AND RESPONSIBILITIES:

Preparation of Coroner's Investigations and Compensation Claims

- Compilation, bundling and redaction of records.
- Support with document management.
- Arrangement of meetings on behalf of Team Members.
- Witness Tracking.

General:

- Admin support across the Legal Team.
- Acting professionally at all times on behalf of the Legal Team.
- Respond to internal and external enquiries, either written, email, face to face or telephone using empathy and judgement and taking appropriate action including giving (or withholding) potentially complex and sensitive data as appropriate.
- Maintaining confidentiality at all times and making file notes for legal purposes.
- Work confidently with a variety of information management systems and computer software packages.
- Send and receive sensitive information within and outside the Trust securely and without delay, using relevant protection and encryption systems.

- To assist the Integrated Legal Team with a wide range of legal enquiries and reports, prioritising and escalating to the Claims and Legal Services Manager, as appropriate.
- Liaise with the Health Records Department in relation to the availability of medical records.
- To provide cover and support across the Legal Team
- Support improvements and initiatives within the Legal Team.
- Work within the procedural guidelines.
- Ensure deadlines are met and take appropriate action to make sure that work is completed to given timescales.
- To participate in the Trust's supervision and appraisal system.
- Ensure attendance at training as appropriate to the needs of the role.

COMMUNICATION

Deal with highly sensitive confidential information with members of staff and external stakeholders, such as Coroners and Solicitors, in response to Inquests and the full range of work covered by the Legal Team.

Maintain accurate records within the Ulysses system

IT & Information

Database use of Ulysses Risk Management and full Microsoft packages

EFFORT AND ENVIRONMENT

- The post holder is required to spend periods of intense concentration on a frequent basis when giving, receiving and processing complex, confidential, and contentious information.
- The post holder is required to use highly developed analytical skills to assess and present highly complex information to a variety of audiences.
- The post holder must be able to adapt, be flexible and responsive without notice, whilst maintaining a confident approach to changing environments and circumstances.
- The post holder is required to undertake innovative approaches to the delivery of the associated programme of work through the development of associated strategy and policy
- Indirect exposure to distressing information
- Supports staff through the statutory and mandatory processes of NHS risk/governance and CQC requirements associated with the patient safety programme of work.

15. Emotional Effort

This post involves the handling of conflict and potentially unwelcome news and sensitive issues. There will be a requirement to review sensitive information that may involve individual patients, including patient safety events. The post holder will be required to engage with a wide and diverse range of staff that may involve negativity and challenge, requiring a positive approach and an ability to respond to challenge.

ADDITIONAL REQUIREMENTS

1. To provide cover for colleagues as directed by your manager.

2. Risk Management (Health & Safety)

a) You will follow risk management procedures at all times. The Risk Management procedures for the Trust and the department are kept by the departmental manager.

b) You are personally responsible for Risk Management issues in respect of yourself and your colleagues.

c) If you identify a potential hazard you should report it to your manager / supervisor at once. If in doubt you should speak to your manager for guidance.

d) You must always use safety equipment provided, and report any defects to your manager. You must attend Risk Management Training as directed by your manager.

e) If you are a manager or have line management responsibilities for staff or a department or area of work, you are responsible for the Risk Management issues in that area. You will ensure that there is an annual Risk Management audit in your area and make sure that where necessary, an action plan eradicating risks is drawn up and implemented.

f) Should you need help in resolving Risk Management matters, you must seek assistance from your manager.

3. Infection Prevention and Control

a) You are personally responsible for ensuring that you protect yourself, patients, visitors and colleagues from the risks of infection associated with health care activities and the care environment.

b) You must adhere to infection prevention and control policies at all times liaising with the infection control team and acting on any instructions given.

c) You must attend regular infection prevention and control update training.

d) You should at all times promote and demonstrate good practice for the prevention and control of infection.

4. To avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

5. To safeguard at all times confidentiality of information relating to patients and staff.

6 Child Protection and Vulnerable People

It is the responsibility of all staff to safeguard children and/or vulnerable adults, to access training to ensure they know what constitutes abuse, and what support is available to them, at a level appropriate to their role and responsibilities.

To report any concerns, without delay, to the identified person within their department/division or area of responsibility as per the relevant policies, keeping clear records, and following up as required to ensure necessary actions have been taken.

7. No Smoking Policy

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust you are expected to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Conduct and Disciplinary Policy.

8. To behave in a manner which ensures the security of NHS property and resources.

9. To abide by all relevant Trust Policies and Procedures.

This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

This job description is subject to regular review and appropriate modification in consultation with the post holder.

Legal Support Officer – Person Specification

	Essential	Desirable
QUALIFICATIONS		
1. Good standard of secondary education, including Maths and English at GCSE level at Grade C or above.	Y	
2. Legal related qualifications eg: legal diploma or degree		Y
EXPERIENCE		
3. Experience of legal processes	Y	
4. Experience of working as part of a team	Y	
5. Experience of legal processes within the NHS or similar setting	Y	
6. Understanding of medical and legal terminology	Y	
7. Experience of reviewing documents to a high standard with good accuracy.	Y	
8. Experience of maintaining office systems		Y
9. Proven experience of a range of secretarial and administrative procedures	Y	
SKILLS & KNOWLEDGE		
10. Dealing with difficult and sensitive information •	Y	
11. Strong interpersonal skills - able to communicate effectively with managers and external stakeholders.	Y	
12. Strong written communications skills - able to process information logically, clearly and concisely	Y	
13. Awareness of the importance of confidentiality - ability to work within appropriate boundaries.	Y	
14. Ability to use good judgement skills when dealing with enquiries and problems	Y	
15. Ability to plan workload, manage diaries, organise appointments, planning workload associated with key meeting dates	Y	
16. Ability to work alone but with awareness of own strengths and weaknesses, with a recognition of when to seek advice	Y	
17. Planning, organising and facilitating meetings	Y	
18. Ability to work to tight deadlines and deal with conflicting demands	Y	

PERSONAL QUALITIES		
19. Team player with a record of achievement in delivering corporate objectives.	Y	
20. Ability to work in a climate of rapid change, uncertainty and where there may be resistance to change.	Y	
21. Assertive, confident and able to work under own initiative, emotionally resilient	Y	
22. Strong sense of commitment to openness, honesty and integrity in undertaking the role	Y	
23. Ability to travel between sites and across the region to attend meetings as required	Y	
38. Highly professional role model	Y	
24. Attendance in line with Trust Sickness and Absence Policy	Y	