

JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

JOB TITLE	Family Liaison Officer Lead
BAND	Band 7 – Fixed Term Contract
RESPONSIBLE TO	Head of Patient Safety Incident Management
ACCOUNTABLE TO	Director of Safety, Patient Safety Specialist
BASE	The post holder is expected to be based at Trust Headquarters but will be equipped and expected to work agilely across the organisation
HOURS OF WORK	37.5

ROLE SUMMARY

The role of the Family Liaison Officer Lead is to identify those affected by patient safety incidents and provide them with timely and accessible information, advice and support. This role is integral to the delivery of the Patient Safety Incident Response Framework and is a conduit between patients/families/carers and the patient safety incident investigators or reviewers.

The purpose of the role is to ensure families and carers are treated with compassion and professionalism in respect to their individual needs. The role requires the highest degree of sensitivity, communication and integrity and will include the provision of support to newly bereaved individuals some of whom may be deeply distressed.

The post holder will be the main point of contact for individual families, carers or significant others and will work closely with the learning response lead assigned to the incident. This will include agreeing methods and timing of communication with family members which may include face to face meetings, telephone calls and email correspondence. This will ensure that the family's needs are met with regard to the provision of timely and accurate information during the review process, openness and transparency and to reflect the level of involvement they wish to have in the process.

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The post holder will provide support and information through what can be a difficult process for families. If the family requires professional support the FLO Lead will signpost the family to relevant qualified services.

Circumstances may arise where the service user whose care is the subject of a learning response review does not consent for information to be shared with their family members. In these circumstances the FLO will liaise with the family to explain why consent and confidentiality must be respected but ensure that they feel able to contribute to the investigation/learning response review with any concerns or queries they would like incorporated into the investigation / learning response review.

A key aspect of the role will be to develop and present anonymised case studies, training programmes, learning tools, events, workshops and best practice guidance in partnership with families where appropriate. This will enable all clinical services to learn and improve their communication and engagement with families and carers.

The post holder will be responsible for the monitoring and compliance of Duty of Candour/Being Open principles across the Trust.

The post-holder will build upon their specialist knowledge and function as an expert professional leader within patient safety, effectively contributing to the Trust agenda.

The post holder will hold their own portfolio of projects as agreed with the Head of Patient Safety Incident Management Team, and the Director of Safety and Patient Safety Specialist, which will align to the Trust Strategy.

The post holder will have a capped number of case load to ensure that they can provide the required support, training and oversight to the family liaison officers within the operational services

KEY RESPONSIBILITIES CLINICAL

1. To be the main point of contact for families, significant others and carers during patient safety incident learning response related to a service user. The post holder will identify and establish relationships with families and carers as soon as possible.
2. To establish communications with affected families, guide and support them through the investigation process to the conclusion as required; to meet the needs of each family/ carers as is reasonably possible. This will include the provision of clear and accurate information about the Trust's learning response processes.
3. To be culturally aware and informed about the specific needs of the patient, their family and carers.
4. To agree with family members a clear communications plan/route for each individualised case reflecting the level of support the family indicates they require, and the routes of communication they prefer. In circumstances where families are estranged the FLO Lead will sensitively manage the sharing of information including issues concerning consent to share information which may arise.
5. To work alongside the learning response leads about the progress of the investigation / review to ensure that relevant information is conveyed to the family in accordance with the communication plan.

6. To create a professional relationship of trust and honesty that will enable families to ask the questions that they wish to be answered as part of the investigation / review process.

7. To listen and manage queries in a proactive manner, signposting individuals to other services when necessary including bereavement and other types of counselling. It may be necessary to establish the first contact with these services on behalf of the individuals.

8. When Duty of Candour applies, liaise with care unit leadership to ensure the family receives a letter of condolence after the incident, and once the investigation / review is complete, an explanation about how and where improvements will be made when the investigation has identified they are required.

9. To accurately record all communication records and plans with families within the relevant data storage system. Where appropriate, ensure the clinical leads keep clinical records up to date.

10. To support each family with the receipt and interpretation of the final learning response review / investigation report, working jointly with locality manager as appropriate.

11. Maintain accurate records and carry out data review and analysis to identify learning, case studies, themes and trends which can be used in staff training, co-produced learning events and formal reports

12. Contribute to formal reports to Trust meetings including the Trust wide Quality and Safety Group and Learning Collaborative Partnership. Reports may include case studies, identification of learning and arrangements for sharing lessons, activity data and analysis of the effectiveness of the family liaison services offered by the Trust.

13. Become a Trust expert resource in relation to understanding, interpretation and implementation of Duty of Candour obligations as required by the NHS Standard Contract and the Care Quality Commission regulation 20. Assist with the audit of the Trust wide compliance to regulation 20.

14. Attend Coroners courts when required as a representative of the Trust in coordination with the investigating officers.

Work closely with colleagues in the psychology directorate, when required.

Has the ability to risk assess and escalate concerns to the most appropriate person.

15. Attend PSIRF Oversight Group Review panels to represent the views of families or carers when appropriate.

16. Design and deliver family liaison and duty of candour communication skills training to Trust staff. Engage bereaved families and carers in delivering training where appropriate in either a group of one to one session. Being prepared and flexible to short time scale requests for training.

*Provide supervision to Family Liaison Officers that are assigned a FLO case, ensuring the cases are discussed and emotional support is provided.

Stay updated on national best practice and initiatives relating to family and carer liaison support.

17. Work with bereaved families and carers to develop services in association with Trust clinical services and external partners, such as the Samaritans and other organisations. Support the Trust commitment to a zero suicide ambition.
18. On an on-going basis, assess risks relevant to the role and raise any concerns to the most appropriate person.
19. Lead officer for developing, reviewing and updating Trust policies and guidelines relevant to their remit in accordance with best practice and national guidance.
20. Responsible for benchmarking exercises and developing external networks in order to stay updated with family engagement activities and practice in other organisations including private and voluntary sectors.
21. To be responsible for horizon scanning through detection of early trends and themes in incidents and cases.
22. Contribute towards the decision-making situations, requiring analysis and comparison of a range of options. There will be complex situations and facts which will require analysis and assessment and may be conflicting. To provide analytical summary relating to clinical information.
23. Incidental contact with service users is anticipated. Will participate in Service User and Carer consultation processes relating to proposed changes in services.
24. Provide reports and briefings for the Head of Patient Safety Incident Management on Duty of Candour compliance, FLO activity, potential risks and identified learning.
25. Draw up clear guidelines for Family Liaison Officers, highlighting expectations in terms of formulating communication plans with families, liaising with patient safety incident investigators, recording information and attending meetings as part of the patient safety incident response process.
26. Ensure the role of Family Liaison Officer is fully equipped with skills, knowledge, situational and behavioural awareness to provide compassionate and professional support following a patient safety incident.
27. Arrange and chair bi-monthly Family Liaison Officers peer supervision sessions, ensuring there is an agreed agenda, action points are followed up and appropriate speakers are invited to the meetings. Engage in live events and teaching sessions for Family Liaison Officer Role to promote and encourage attendance at group training opportunities.
28. Contribute to the development and improvement of a systems learning approach and cultural changes associated with the introduction of the patient safety incident response framework and lead on allocated improvement and innovation projects.
29. To undertake/lead patient safety incident reviews in line with defined requirements ensuring that these are completed within the required timeframe in a robust and unbiased manner when there are capacity issues with the patient safety incident management team.

*To undertake Quality Assurance Peer Review of Learning Response Reports that have taken place, using the Peer Review Tool.

30. To have supervisory responsibility for junior staff within the team

31. Responsible for monitoring Family Liaison expenditure against budget spend.

General duties

- Acting professionally at all times on behalf of the Head of Patient Safety Incident Management
- 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 provide cover and support across the Patient Safety Incident Management Team
- Support improvements and initiatives within the Patient Safety Incident Management Team
- Work within the procedural guidelines
- Ensure deadlines are met and take appropriate action to make sure that work is completed

ADDITIONAL DUTIES

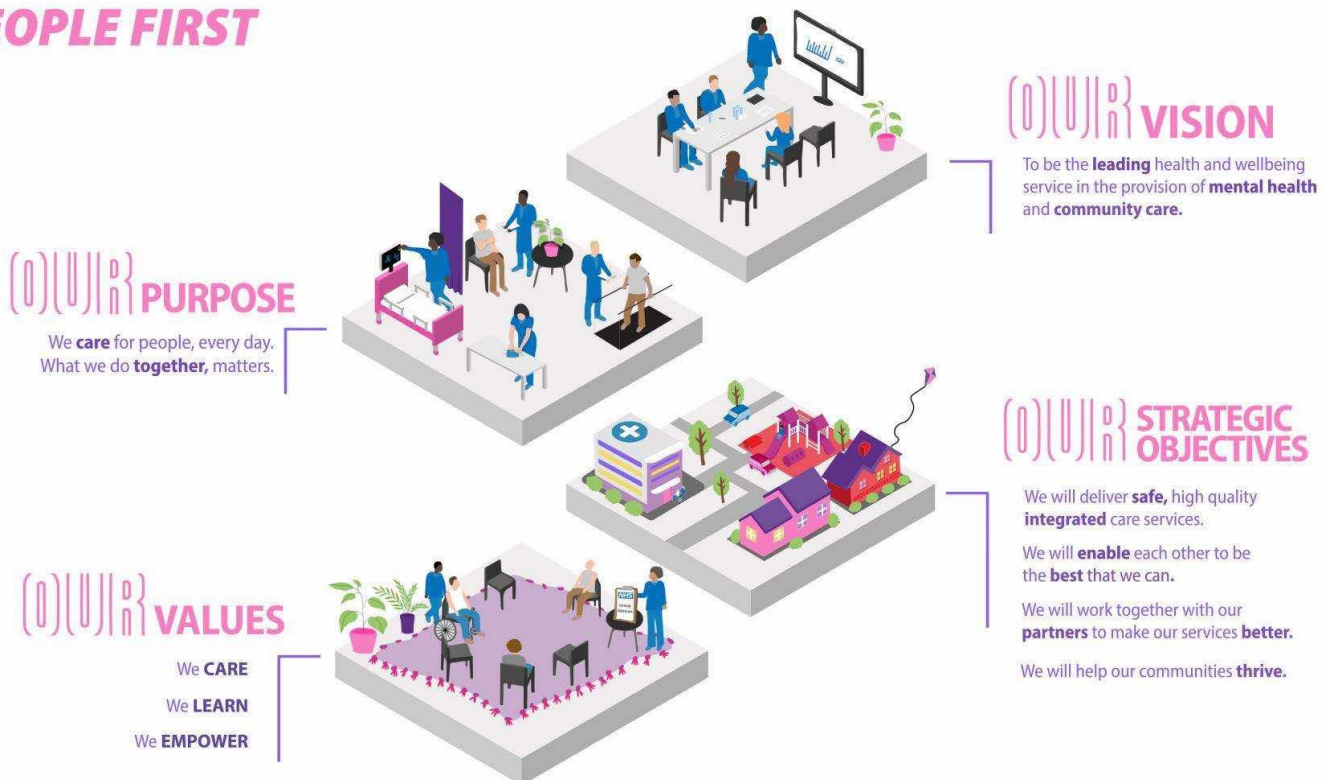
In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate
- To deputise for the team manager as required,

- You will be expected to work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team in delivering services; providing a 7-day a week, 24-hours a day service for 365 days a year working shifts, where appropriate and operationally required.

OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

PEOPLE FIRST



ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

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You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

GENERAL DATA PROTECTION REGULATION 2018

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or

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organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

INFORMATION ASSET OWNERS AND ADMINISTRATORS

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

"Confidential Information" includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain

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other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called "Whistleblowers Act").

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

"It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role".

INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager