

## Job Description

<b>Job Title</b>	Senior Patient Experience Manager
<b>Post ref no.</b>	
<b>Band</b>	Band 8a
<b>Service area</b>	Nursing Directorate
<b>Location/Base</b>	Mobile working
<b>Accountable to</b>	Head of Quality Assurance, Compliance and Patient Experience

### 1. Job Purpose:

Bradford District Care NHS Foundation Trust's (BDCFT's) Patient Advice and Complaints team and Patient and Carer Experience and Involvement team are both elements of the Trust's overall patient safety, compliance and risk team. Their joint purpose is threefold; to manage and lead the response to complaints, ensuring that learning is identified and shared as part of the wider patient safety strategy; to put in place systems and processes that effectively enable staff to understand the experience of people who come into contact with our services, either as users of services, carers of those who use services or potential users of services (**collectively referred to as 'service users' throughout this document**), and to develop and support the involvement of service users across the breadth of Trust activity, ensuring they are equal partners in the design and delivery of care

The post holder will deputise for and support the Head of Quality Assurance, Compliance and Patient Experience in the development and implementation of relevant strategies; and will lead on the development and implementation of policies to meet national NHS agendas, contracting requirements and organisational priorities relating to the management of complaints, hearing the voice of experience and the effective involvement of service users.

The post holder is responsible for ensuring that there are robust data and audit systems in place to support effective oversight of internal processes, data capture and analysis of information.

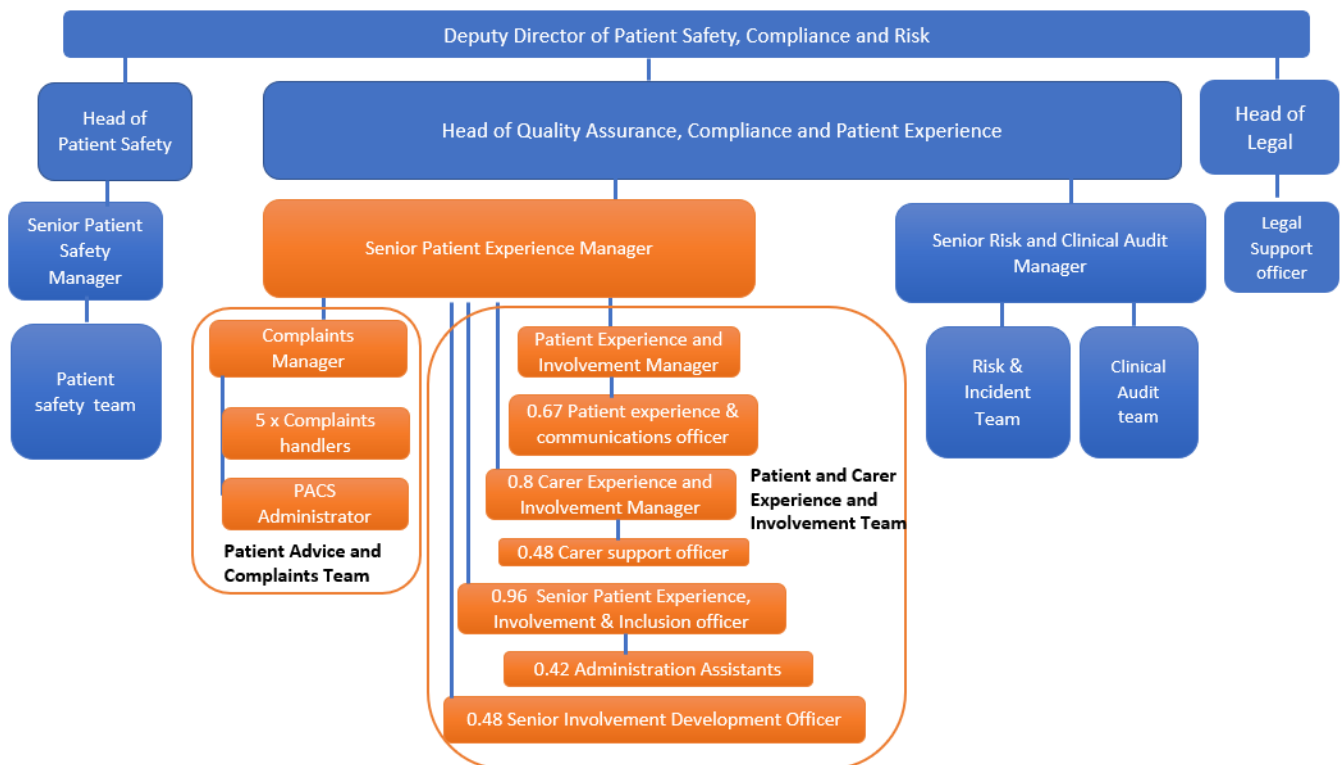
Utilising specialist knowledge and experience the post holder will be Trust's point of contact for providing specialist information and support relating to understanding the experience of service users, responding to complaints and involving service users to ensure they are equal partners in the design and delivery of care.

The post holder is required to use a broad range of expertise to advise and support the BDCFT quality and patient safety clinical risk agenda working collaboratively with key stakeholders and clinical and operational teams. This includes ensuring learning from complaints and broader service user experience is fed directly into organisation wide improvement programmes and learning and development activities.

The post holder is expected to line manage members of the Patient and Carer Experience and Involvement Team and the Complaints Manager, who manages the Patient Advice and Complaints team.

The post holder is accountable to the Head of Quality Assurance, Compliance and Patient Experience and deputises for them as required.

## 2. Organisational Chart



### 3. Main duties:

To use a broad range of experience and expertise to deliver the following:

## Leadership

- Be accountable for delivering a high quality, proactive and forward-thinking and compassionate Patient Advice and Complaints function that is delivered in line with national guidance and best practice
- To work collaboratively with the Senior Patient Safety Manager to ensure investigator capacity is utilised effectively to respond to patient safety incidents and complaints, irrespective of line management arrangements
- To ensure that the Patient Advice and Complaints team meets its obligations regarding Duty of Candour in relation to the Trust's response to complaints
- Be accountable for delivering a high quality, proactive and forward-thinking Patient and Carer Experience and Involvement function that is delivered in line with national guidance and best practice, including the Patient Experience Improvement Framework (2020)
- Lead in developing and implementing the service user experience and involvement strategies within the Trust in a manner which supports embedding the service user's voice in decision making, the continuous improvement of services and in service design and transformation.
- To chair relevant accountability groups, forums and / or working groups which support the implementation of relevant strategies and approaches, hold teams to account for delivery, develop ideas and plans to implement and where issues relating to patient experience, involvement and complaints are discussed
- Provide strong leadership to the members of the Patient and Carer Experience and Involvement team and the Patient Advice and Complaints team, supporting them to deliver high quality services for the Trust
- To provide a lead role in developing systems, processes and ways of working that enable the effective triangulation of intelligence from the Patient Advice and

Complaints team and the Patient and Carer Experience and Involvement team to develop a joint understanding of the service user's experience of care with our organisation and use this to inform the directorate's strategic approach to assuring and supporting quality improvement

- Provide expert advice and support for staff at all levels with regard to service user experience and involvement processes
- To provide leadership and support to the Complaints Manager to act as the specialist and point of contact for expert advice and support for staff at all levels about complaints management
- Lead and manage a robust programme of audit of patient experience and complaints data to support quality improvement.
- Support the development and implementation of policies and procedures that support the Trust in delivering its objective to be a learning organisation
- To work with clinical and operational colleagues to embed learning from service user experience and complaints
- To provide a lead role in developing systems, processes and ways of working that enable the effective triangulation of intelligence from service user experience and complaints to inform the directorate's strategic approach to assuring and supporting quality improvement
- Lead by example to help embed a culture of continuous improvement using Care Trust Way approaches amongst staff and colleagues, with a specific focus on ensuring that the voice of service users is embedded within these processes
- Develop and maintain relationships with local, regional and national partners as appropriate in implementing the service user experience (including complaints) and involvement objectives of the Trust
- Work collaboratively with partners across the Bradford District and Craven place to design and implement shared ways of working that support understanding service user experience and embedding service user and wider community involvement across our place.
- Deputise for the Head of Quality Assurance, Compliance and Patient Experience in their absence, including occasionally chairing meetings and forums as required in line with agreed terms of reference.

## **Communication**

- Develop strong collaborative working relationships with staff at all levels, including those colleagues in BDCFT and across the Bradford District and Craven place, wider West Yorkshire Integrated Care Partnership, NHS England and Improvement and the CQC
- Support a culture of open communication where subjects may be sensitive, where opinions and differing views are valued and where open and frank discussion are encouraged to achieve high quality care for patients.
- Use influencing and negotiating skills to present the case for change, where required, in a supportive and sensitive manner
- Support the Head of Patient Safety in the design and delivery of multi-professional patient safety training content across the Trust based on learning from service user experience and complaints
- Engage with stakeholders, including Executive Directors, other senior staff (both clinical and nonclinical) and other staff more broadly to ensure the right views are sought and heard when developing management responses to complaints
- Ensure that the views of service users and their representatives are central to service planning, development and decision-making
- Write and submit clear, high quality, comprehensive reports for Trust Board and its subcommittees as required which are fit for purpose and contain robust and valid data and analysis to support recommendations

- Give presentations to Trust Board, Senior Leadership Team meetings and external forums on patient experience, involvement and engagement matters
- Support the implementation of an effective Trust wide strategy to support sharing learning from service user experience, including complaints
- Take a lead role in embedding the use of service user and community feedback at all levels in the organisation including at Trust Board.
- Ensure that mechanisms are in place to provide feedback to service users and communities

#### **Organisation and Planning:**

- Ensure that appropriate systems and processes are in place to ensure that complaints are responded to in line with policy, legislation, national guidance and PHSO standards
- Lead on the development of medium and long term plans to ensure the effective involvement of service users and the management of complaints
- Undertake thematic analyses of patient experience, including complaints and broader experiential feedback, to identify key patient safety risks and broader themes relating to poor patient experience and make recommendations for improvement actions
- Design and implement a process for monitoring and evaluating patient involvement and experience across the Trust
- Manage the development of a well-planned, strategically aligned approach to ensuring that the voice of experience is heard across the organisation and that services are supported to use this to drive improvement
- Manage the development of a well-planned, strategically aligned and coordinated approach to identifying and supporting opportunities to support the delivery of involvement and co-production opportunities within the organisation
- Develop and maintain a network of involvement and service user experience leads across the organisation.
- Work closely with Business Analysts to meet the commissioning and information requirements of the nationally mandated Friends and Family Test and other nationally or locally mandated requirements

#### **Complaints Management**

- Has oversight and leadership of the Complaints management function for the Trust, including development and maintenance of a high quality complaints service in line with policy, legislation, national guidance and PHSO standards
- Working with the Head of Quality Assurance, Compliance and Patient Experience, be responsible for the development, delivery and servicing of the Trust's complaints assurance and improvement groups
- Have overall responsibility for the development and implementation of Trust-wide complaints management policies
- Provide expert knowledge in the use and application of systems-based approaches to responding to complaints
- Provide expert leadership to support the patient safety incident investigators to manage complaints investigations, and support services to manage local resolution processes, with compassion and sensitivity.
- Ensuring the team is supported in the use of trauma informed approaches to managing complaints, recognising the potential impact of processes on an individual's mental health and being able to adapt these processes to ensure that this impact is minimised where possible
- Providing expert leadership to the team to help them identify where an individual's mental health may be impacting on their ability to engage with the complaints process in a meaningful way and put in place strategies to respond to this

- Provide expert support and mentorship to the Patient Advice and Complaints team around managing boundaries, stressful situations and safeguarding service users, partners and staff involved in the complaints process
- Provide expertise by having, or being well positioned to obtain, a robust understanding of clinical concerns, process and procedures relating to all aspects of service provision in order to support complainants
- Oversee the quality and independence of complaint investigations, ensuring there is a robust process of quality assurance for all complaint investigations prior to their approval, including undertaking direct quality assurance functions where this is necessary to support the work of the Complaints Team
- To work collaboratively with the Quality Compliance and Support Officer and the Head of Quality Assurance, Compliance and Patient Experience to ensure that there is a robust process, that avoids duplication where possible, for the management of CQC complaints requests
- To ensure that there is a robust process for the monitoring and management of MP contacts relating to complaints
- To ensure that the Patient Advice and Complaints team meets its obligations regarding Duty of Candour in relation to the Trust's response to complaints
- Have overall responsibility for the quality, robustness and timeliness of the Trust's response to Ombudsman requests
- To work collaboratively with the Head of Legal Services to support them in ensuring effective management of claims, input into legal returns and the overall management of complaints
- Work collaboratively with the Information Governance, HR and Safeguarding teams to ensure consistency in investigations and reduce timescales for completion
- Collaborate with the Senior Patient Safety Manager to support the development, implementation and ongoing delivery of a bespoke model of supervision for investigators across all disciplines across the Trust, including patient safety incidents, complaints and HR
- Use and ensure accuracy of information contained within electronic patient safety systems as a repository for all aspects of complaints management to provide a clear evidence-based audit trail and rationale for decision making
- Use outputs from electronic systems to support clear and comprehensive reports for submission into the Trust's governance structures for quality and safety at all levels
- Support the Complaints Manager, Senior Patient Safety Manager and the Senior Risk and Clinical Audit Manager in embedding service user and other stakeholder involvement within systems for improving patient safety

### **Service user experience and involvement**

- Support the Head of Quality Assurance, Compliance and Patient Experience in the development and implementation of the Trust's patient experience and involvement strategy, ensuring this reflects the requirements of the NHS England Framework for Patient Experience and other national and local strategies, policy and guidance.
- Be responsible for the development and implementation of Trust-wide service user and carer experience and involvement policies in line with local and national frameworks and guidance
- Lead on the development and implementation of service user feedback mechanisms that support staff across the Trust to hear the voice of experience in a way that builds on mandatory Friends and Family Test approaches as a minimum, and contributes directly understanding and improving people's experience of care as described in the NHS Outcomes Framework

- Manage the development of a well-planned, strategically aligned and coordinated approach which enables carers to be heard and be involved in a range of ways within the organisation so that their voice is heard and their expertise by experience utilised
- Responsibility for leading the carer involvement agenda at BDCFT, supporting teams to involvement them appropriately in care planning and delivery by having overall responsibility for embedding the Trust's approach to the Triangle of Care agenda
- Design and implement plans to increase the diversity of service users involved in Trust activities; with a focus on being able to be involved in sharing their experience of services and being equal partners in the design and delivery of care
- Lead on implementation of CQC patient experience survey requirements and involvement of service-users, carers and their representatives in the Trust response to these
- Promote involvement of service users and communities in research and audit activities across the Trust from the perspective of involvement and service user experience
- Develop and manage contracts with as required with other agencies and commercial partners
- Support the development and facilitation of training to support to understand the service user experience and involvement and carer agenda in the organisation, including providing training and support to students on placement to the Trust and being part of the Trust induction process
- Ensuring the team is supported in the use of trauma informed approaches to understanding service user experience, including the potential impact of people sharing or hearing stories and how to support this is a psychologically safe way
- Provide expert support and mentorship to the Patient and Carer Experience and Involvement team around managing boundaries, stressful situations and safeguarding service users, partners and staff
- Provide expert support and mentorship to enable the development and delivery of support structures for service users who are recruited as Involvement Partners for the Trust that keep them, and staff, safe

### **Clinical Governance**

- To provide accurate, valid and reliable service user experience, complaints and service user involvement information to support continuous improvement of services, making sure this is available and utilised at all levels from ward to Board
- Working with the Head of Quality Assurance, Compliance and Patient Experience to engage with, and provide information to, the Bradford District and Craven Health and Care Partnership relating to service user experience (including complaints), and service user involvement
- To support Trust oversight of risks to quality and safety and their mitigation
- To support assurance of compliance with statutory Duty of Candour and regulatory compliance with CQC Outcome 12 "Safe Care and Treatment", specifically in relation to the work of the Complaints team
- Ensure that documentation on the internet and intranet relating to service user experience and involvement and Complaints is up to date and reflects current legislation, guidance, service strategies and developments.
- Provide corporate leadership and quality assurance about service user survey processes across the organisation

### **Working as part of a Team**

- The post holder will be a member of the Patient Safety, Compliance and Risk team led by the Deputy Director of Patient Safety, Compliance and Risk but will

also work closely with other members of the broader Nursing and Quality Directorate to ensure that their function is embedded within the Care Group quality and safety governance structures.

- On a day to day basis, as well as working alongside HR, Information Governance, Safeguarding and clinical / operational teams, the Senior Patient Experience Manager will be expected to work closely and collaboratively with the Senior Patient Safety Manager, Senior Risk and Clinical Audit Manager and Head of Legal to ensure the objectives of the broader team are delivered
- The post holder will be expected to work collaboratively with the Senior Patient Safety Manager to ensure the effective deployment of patient safety investigator capacity
- The post holder will attend relevant call outs and leadership cells to support conversations with a focus on patient safety and learning
- The post holder will contribute to data collections, report writing and intelligence gathering with a focus on understanding the service user experience to drive improvements in patient safety and learning
- The post holder will work alongside partners and stakeholders from Bradford District and Craven Health and Care Partnership, the West Yorkshire Health and Care Partnership, the CQC and NHSE to ensure effective oversight of complaints investigations with demonstrable learning outcomes and to ensure a common and shared understanding of the experience of service users and the wider community

### **Managing Self**

- Participate in regular supervision.
- Attend all mandatory training.
- Participate annually identifying, developing and agreeing own development plan with line manager using the Trust Appraisal process.
- Comply with all Trust policies, procedures and protocols.
- Pay regard to materials and equipment.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy.
- Seek advice and support from line manager whenever necessary.

### **Management of Staff**

- Undertake line management of members of the Patient and Carer Experience and Involvement Team and the Complaints Manager, who manages the Patient Advice and Complaints team, providing leadership and ensuring all staff in the service area are regularly appraised and have a Personal Development Plan which supports the Trust's objectives, visions and values
- Be responsible for mentoring, coaching and developing staff working in the Patient and Carer Experience and Involvement team and Patient Advice and Complaints team
- Provide professional leadership and development for Patient and Carer Experience and Involvement team and Patient Advice and Complaints team members from different professional groups to ensure that they are adopting best practice to support the Trust's objectives
- Support all staff to deliver team / service objectives and implement programmes of change to improve clinical care and service delivery
- Ensure staff in the service area work within the requirements of the European Working Time Directive
- Promote learning opportunities in a wide range of formats to improve multi-disciplinary and flexible working
- Ensure that the service area provides opportunities for talent to be developed to ensure the service area continues to improve
- Promote a culture of lifelong learning.

#### **4. Financial Responsibility**

- Delegated responsibility for delegated budgets in own operational area
- Develop business cases as required to support investment in delivering projects in line with the Trust's objectives, vision and values
- Ensure the service area delivers financial performance in line with the Trust's agreed financial plan and to actively explore and implement opportunities for cost improvement

#### **5. Safeguarding**

All staff members have a duty to report any concerns they have about the safety or well being of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse. They should undertake the safeguarding training required for their particular role.

#### **6. Core Values:**

Below is the Trust's Vision, Aims and Corporate Priorities. The Corporate Priorities are what the Board has identified as specific priorities. The Trust's vision statement is:

Everything we do over the next five years will contribute to one or more of these four goals to achieve our vision of connecting people to the best quality care, when and where they need it, and be the best place to work.

##### **Our Purpose**

To create connected communities and help people to feel as healthy as they can be at every point in their lives

##### **Our Vision**

To connect people to the best quality care, when and where they need it and be a national role model as an employer

##### **Our Values**

We Care - We act with respect and empathy, and always value difference

We Listen - We understand people's views and respond to their individual needs

We Deliver - We develop and provide excellent services and support our partners

##### **Our Goals**

##### **Our services**

- To provide seamless access to the best care
- To provide excellent quality services

##### **Our community**

- To provide our staff with the best places to work
- To support people to live to their fullest potential, to be as healthy as possible

#### **Core Statements:**

##### **1. Infection Control - All clinical and non-clinical staff groups**

Responsible for, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with Trust policies that you are aware of your



individual responsibilities in regard to infection prevention and control this requires you to:

- Maintain safe infection prevention and control environment for yourself and others.
- Be familiar with and comply with current infection prevention and control, guidelines, policies and procedures.
- Raise matters of non-compliance with your manager.
- Attend infection prevention and control mandatory training as dictated by your manager.
- Be appraised in relation to infection prevention and control.

## **2. Risk Management**

All staff need a basic working knowledge of risk management. They all have a responsibility to identify and report risks, hazards, incidents, accidents and near misses promptly, in accordance with Trust Policy. All staff must be familiar with emergency procedures, risk management systems and incident management in their workplace.

## **3. Health and Safety**

All employees have a responsibility under the Health and Safety at Work Etc Act 1974 for their own health, safety and welfare and to ensure that the agreed safety procedures are carried out to provide a safe environment for other employees and anyone else that may be affected by the carrying out of their duties.

Employees must co-operate with the Trust in meeting its statutory obligations with regard to health and safety legislation and must report any accidents, incidents and problems as soon as practicable to their immediate supervisor.

The Trust has a written health and safety policy which employees have a general duty to read in order that they are fully conversant with its requirements.

## **4. Patient care**

Bradford District Care NHS Foundation Trust is committed to ensuring the highest standards of care and treatment and expects that **all** staff employed within the organisation will treat service users, their carers, relatives and friends with dignity and respect at all times during their contact with services we provide.

## **5. Information Management**

All members of staff are bound by the requirements of the Data Protection Act 2018 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

The post holder is responsible to learn about information governance, to help ensure that best practice guidelines are followed, and personal information is managed to benefit patients, clients and members of staff.

The post holder is required to sign the declaration form to confirm they have read and understood the booklet and leaflet regarding information governance, which will be kept by the HR team in the post holder's personnel file.

**Version Control:**

<b>Change details</b>	<b>By whom</b>	<b>Date requested</b>	<b>Approved by</b>	<b>Agreed date</b>
Updated post consultation	BF	Feb 2023	PHu	01.03.23

<b>Job title: Senior Patient Experience Manager</b>
<b>Post ref:</b>
<b>Band: 8a</b>
<b>Service area: Nursing Directorate</b>
<b>Location/base: Trust wide</b>
<p><b>Job purpose:</b> Bradford District Care NHS Foundation Trust's (BDCFT's) Patient Advice and Complaints team and Patient and Carer Experience and Involvement team are elements of the Trust's overall patient safety, compliance and risk team. Their purpose is threefold; to manage and lead the response to complaints, ensuring that learning is identified and shared as part of the wider patient safety strategy; to put in place systems and processes that effectively enable staff to understand the experience of people who come into contact with our services, either as users of services, carers of those who use services or potential users of services (<b>collectively referred to as 'service users' throughout this document</b>), and to develop and support the involvement of service users across the breadth of Trust activity, ensuring they are equal partners in the design and delivery of care</p> <p>The post holder will deputise for and support the Head of Quality Assurance, Compliance and Patient Experience in the development and implementation of relevant strategies; and will lead on the development and implementation of policies to meet national NHS agendas, contracting requirements and organisational priorities relating to the management of complaints, hearing the voice of experience and the effective involvement of service users.</p> <p>The post holder is responsible for ensuring that there are robust data and audit systems in place to support effective oversight of internal processes, data capture and analysis of information.</p> <p>Utilising specialist knowledge and experience the post holder will be Trust's point of contact for providing specialist information and support relating to understanding the experience of service users, responding to complaints and involving service users to ensure they are equal partners in the design and delivery of care.</p> <p>The post holder is required to use a broad range of expertise to advise and support the BDCFT quality and patient safety clinical risk agenda working collaboratively with key stakeholders and clinical and operational teams. This includes ensuring learning from complaints and broader service user experience is fed directly into organisation wide improvement programmes and learning and development activities.</p> <p>The post holder is expected to line manage members of the Patient and Carer Experience and Involvement Team and the Complaints Manager, who manages the Patient Advice and Complaints team.</p> <p>The post holder is accountable to the Head of Quality Assurance, Compliance and Patient Experience and deputises for them as required.</p>

Attributes	Essential criteria	Desirable criteria	How Identified
<b>QUALIFICATIONS AND TRAINING</b>	<ul style="list-style-type: none"> <li>• Educated to Master's Degree level in a relevant subject, or hold an equivalent level professional qualification or equivalent experience</li> <li>• Registered Healthcare professional or significant relevant experience of working alongside clinical staff to understand and influence clinical practice and in assessing the impact of processes on individual's mental health and making necessary adaptations</li> <li>• Evidence of recent commitment to relevant ongoing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant leadership or management qualification</li> <li>• Registered mental health professional</li> </ul>	Application Form Interview Certificates

<p><b>KNOWLEDGE AND EXPERIENCE</b></p>	<p><b>Complaints management</b></p> <ul style="list-style-type: none"> <li>• Significant knowledge of the national patient safety strategy and how this relates to the management of complaints</li> <li>• Significant experience and knowledge of complaints management processes within the NHS, including regulatory and PHSO standards</li> <li>• Experience of working in a role relating to complaints management with an understanding of the concepts which underpin approaches to improving patient safety in health systems such as human factors, systems thinking, investigation, quality improvement, change management, and just culture</li> <li>• Significant knowledge of a broad range of clinical practices, systems and processes enabling the provision of expert advice to support complaint processes</li> <li>• Experience of working with complainants to understand the nature of their concerns and negotiating a reasonable resolution</li> </ul> <p><b>Service User experience and involvement</b></p> <ul style="list-style-type: none"> <li>• Knowledge of NHS England patient experience, involvement and carer strategy, policies and developments in these areas in the NHS and other relevant organisations</li> <li>• Knowledge and experience of developing and maintaining effective processes for service user involvement including the use of patient experience to drive improvement in the quality and safety of services and support transformation, co-production and experience-based design</li> <li>• Experience in the development and delivery of strategies that increase and sustain the effective involvement of service users and the public</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Experience of managing complex and conflicting responsibilities</li> <li>• Experience of working in situations where unconscious bias may impact on the management of different functions</li> <li>• Demonstrable line management experience</li> <li>• Experience of providing information and assurance to arms-length bodies such as NHSE, PHSO and CQC</li> <li>• Knowledge of standards and best practice relating to provision of information for patients and the public</li> <li>• Experience of providing direct mentoring and supervision that supports individuals to manage boundaries, stressful and complex situations in a way that keeps them, and service users, safe</li> <li>• Knowledge and experience of working in situations that may require action</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of chairing committees or meetings and/or leading project/working groups</li> <li>• Experience of deputising for senior management</li> <li>• Experience of drafting committee papers</li> <li>• Experience of delivering training packages</li> <li>• Effectively engaging the public and the voluntary sector in significant change to services</li> <li>• Experience of working with service user forums</li> </ul>	<p>Application Form Interview</p>
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	<p>to ensure that individuals are safeguarded</p> <ul style="list-style-type: none"> <li>• Knowledge of safeguarding processes</li> <li>• Knowledge and experience of working in a trauma informed environment, and supporting staff to do the same</li> <li>• Broad operational knowledge and understanding of clinical governance systems</li> <li>• Experience of presenting data to a range of audiences in a variety of formats (eg conversations, presentations, reports)</li> <li>• Sound knowledge of a range of mental health, learning disability, children and young people and community health services</li> <li>• Experience of relationship management and partnership working; particularly with the voluntary sector</li> </ul>		
SKILLS AND ABILITIES	<p><b>Supporting the team</b></p> <ul style="list-style-type: none"> <li>• Strong leadership skills and experience in developing teams</li> <li>• Personal drive and tenacity to motivate, empower and support individuals and teams to achieve</li> <li>• Demonstrable ability to quality assure reports and outputs to meet required local and national standards, including providing coaching support to authors to support their achieving and maintaining relevant standards</li> <li>• Coaching and mentoring skills with demonstrable ability to support staff working with complex individuals and situations that may be emotionally impactful and require sensitive management in order to ensure that staff, service users and the general public remain safe</li> <li>• Able to demonstrate a clinically informed, objective approach to supporting the Patient Advice and Complaints team to manage and generate learning that provides resolution and protects all involved in the process</li> <li>• Demonstrable ability to de-escalate contentious and highly emotive situations in a way that keeps all parties contained and safe</li> </ul> <p><b>Influencing for change</b></p> <ul style="list-style-type: none"> <li>• Able to use highly developed persuasive and motivational skills to work with staff and service users to agree the best outcomes in situations where there may be differences of opinion</li> <li>• Demonstrated ability to develop and maintain effective working relationships across the Trust and externally, working positively with staff and the public, and an ability to work with different cultures, expectations and priorities</li> <li>• Personal and professional credibility and enthusiasm for service user</li> </ul>	<p>Experience of using electronic systems to store and analyse service user feedback</p> <p>Experience of using Quality Improvement methodologies</p>	Application form Interview

	<p>involvement and its role in delivering high quality, safe services</p> <ul style="list-style-type: none"> <li>• Personal and professional credibility when working with a range of clinical professions and services in order to influence changes to practice</li> <li>• Effective written and verbal negotiation and influencing skills</li> </ul> <p><b>Understanding and using data and intelligence to inform planning, improvement and assurance</b></p> <ul style="list-style-type: none"> <li>• Experience of using clinical data systems such as SystmOne, Ulysses Safeguard or similar</li> <li>• Experience of reviewing patient records to understand clinical practice and decision making</li> <li>• Quantitative and qualitative data analysis skills, based on experience of working in a similar field</li> <li>• Ability to analyse, triangulate and interpret highly complex and highly sensitive information and present it in a professional and comprehensive manner</li> <li>• Able to provide expert and reasoned advice and support in situations where the facts may be highly complex and present a range of options</li> <li>• Ability to develop, maintain and monitor information systems to support improvement initiatives</li> <li>• Able to develop and devise tools to evaluate evidence of service user involvement and its impact across the Trust</li> <li>• Able to think and plan strategically, tactically and creatively and contribute to the long term planning for the effective engagement and involvement of service users and the management of complaints.</li> <li>• Ability to evaluate evidence and make reasoned, independent decisions</li> <li>• Good working knowledge of MS Word, Excel, Teams and PowerPoint</li> <li>• Commitment to continuous service development and quality improvement</li> </ul>		
ATTITUDE/ APPROACH	<ul style="list-style-type: none"> <li>• Commitment to quality work; promotes high standards in all they do and leads by example</li> <li>• Courage to speak truthfully and challenge appropriately</li> <li>• Values diversity and difference; operates with integrity and openness</li> <li>• Commitment to full participation and inclusion of people with protected characteristics.</li> <li>• Works well with others by being positive, helpful and listening to, involving, respecting and learnings from others</li> <li>• Involves patients and the public in their work</li> <li>• Ability to respond positively in a rapidly changing environment.</li> </ul>		Application form Interview

	<ul style="list-style-type: none"> <li>Self-confident – able to balance vision and a pragmatic approach to problem solving</li> <li>Able to work in an integrated team contributing and supporting the delivery of a shared vision</li> </ul>		
PHYSICAL	Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary)		Occupational Health Screening
GENERAL	BDCFT requires all its staff and prospective employees to carry out duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.		Application Form Interview

## EFFORT FACTORS PROFILE

This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Lifting Weights / objects between 6 – 15 kilos	✓			✓		Lifting and moving small boxes or containers of resource materials, packs of paper, laptop computers
Lifting weights / objects above 15 kilos		✓				
Using equipment to lift, push or pull patients / objects		✓				
Lifting heavy containers or equipment		✓				
Running in an emergency		✓				
Driving alone / with passengers / with goods	✓				✓	Driving self and if necessary colleagues to and from trust bases, meetings etc.
Invasive surgical procedures		✓				
Working at height		✓				
Concentration to assess patients / analyse information	✓				✓	Frequent concentration required to read and analyse papers, reports.
Response to emergency situations		✓				
To change plans and appointments / meetings depending on the needs of the role	✓				✓	Management of own diary and appointments. Frequent short notice requirements requiring prioritisation and flexibility
Clinical Interventions		✓				
Informing staff / patients / family / carers of	✓			✓		Discussing outcomes of complaints and service user



unwelcome news						feedback
Caring for terminally ill patients		✓				
Dealing with difficult family situations	✓			✓		Facilitation of complaints, local resolution, handling of complainants under the unreasonable complaint policy where family members involved
Exposure to distressing information	✓				✓	Required to review the content and outcomes of complaints and hear service user experiences that may contain distressing content.
Caring for / working with patients with severely challenging behaviour	✓			✓		May be required to meet with complainants and involvement partners where their behaviour is unacceptable and / or causing distress to the complaints team or services
Typing up of minutes / case conferences	✓			✓		Typing up of minutes of meetings in absence of administrative support
Clinical / hands on patient / client care		✓				
Contacts with blood / bodily fluids		✓				
Exposure to verbal aggression	✓					Imparting of unwelcome information e.g. performance information where there is disagreement, discussing the outcome of complaints investigations where there may be contentious and potentially distressing information; understanding patient experiences of services where these may be potentially distressing
Exposure to physical aggression Exposure to unpleasant working conditions dust / dirt / fleas		✓				
Exposure to harmful chemicals / radiation		✓				
Attending the scene of an emergency		✓				
Food preparation and handling		✓				
Working on a computer for majority of work	✓				✓	Role requires extended periods of computer use to read reports and papers and to type reports, e-mails etc.
Use of road transport	✓				✓	Use of own vehicle or access to public transport to attend off-site meetings and deliver training