

BIRMINGHAM AND SOLIHULL MENTAL HEALTH NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Customer Relations Lead
Grade:	Band 7
Reporting to:	Head of Customer Relations/Spiritual Care
Accountable to:	Associate Director for Allied Health Professions and Recovery
Location:	B1, Birmingham

Job Purpose

The overall purpose of the job is to provide lead advice and expertise across operational services and complaints and PALS functions specifically, where patients or relatives have concerns around the clinical care provided. The job supports effective identification and integration of lessons learned from trends within complaints. In addition the focus within the role supports positive change for users of mental health services, reflecting the values of the wider portfolio and seeking opportunities for the experience of users and carers to be sought, understood and acted upon, in a recovery focused approach.

The job entails bringing together the management of the complaints and PALS services, whilst recognising the requirement for two separate pathways through which service users and carers can seek assistance with issues of concern but delivers benefits through shared management of services.

Key to the job is an ability to innovate, challenge and think differently about an area of service that is widely agreed to require positive change to support users and carers. The post holder therefore must be able to promote these values and actively redesign services to fully partnership working with users and carers around resolution in care where things go wrong.

The post is responsible for delivering effective, timely and high quality responses to service users and carers raising issues of concern.

The remit for the job also includes actively developing systems through which lessons learnt through management of complaints and PALS can be shared, and actions resulting from service user and carer feedback are actively reported, addressed and monitored.

Job Summary

- To manage an effective, safe and timely service which facilitates service users and carers in raising and resolving issues of concern, with specific responsibility for complaints and PALS teams.
- To establish effective systems for recording and reporting activity through complaints and PALS so that robust feedback and action cycle is established, assisting organisational learning.
- To ensure that the customer relation service is reflective of best practise producing high quality complaint responses closed in a timely manner.
- To periodically assurance test the actions closed from complaints
- To govern implementation of the complaints policy providing expert advice to the operational teams
- To proactively engage service users and carers in improving systems and overall quality of service including involvement in the complaints advisory panel

Key Communications and Working Relationships

- Internal:** Chief Executive, Director Team, Senior Managers and Senior Clinical Staff, Patients, Clinical and non clinical staff
- External:** Service users and relatives, carers, Care Quality Commission, Health Service Ombudsman, and commissioners

Principal Duties and Responsibilities

- Develop the Trust wide PALS and Complaints Policy and associated procedures, ensuring that changes in national and statutory requirements are met as and when required. Communicate the policy to operational areas and review implementation.
- Undertake managerial responsibility for the PALS & Complaints team, taking responsibility for the quality of responses to issues of concerns that are raised, ensuring robust, accurate, transparent responses with appropriately outlined actions, and lessons learnt.
- Coordinate the approach to and delivery of sustained Trust wide training programme around customer relations and investigation skills, ensuring that opportunities are provided for users and carers to co-produce sessions and making use of links to the recovery college model.
- Monitor implementation of the Trust's PALS and Complaints Policy and associated procedures to ensure performance targets are met.
- Ensure user and carer experience of complaints /PALS handling and outcomes is systematically evaluated and that users and carers co –produce and design the way this should be monitored.
- Ensure appropriate reporting of complaints and PALS performance throughout the governance structures

- To produce the Annual Complaints Report and any other external reports, drawing data from a range of sources to allow meaningful analysis of trends, patterns and risks.
- Develop safe and effective reporting system using the Eclipse system which safely manages data and facilitates bespoke reports.
- Attend networking meetings as appropriate, with other PALS & Complaint Managers across West Midlands.
- Promote an open, learning culture throughout the Trust.
- Maintain effective communication and supportive links with the wider governance team and operational colleagues
- Manage the departmental budget ensuring best use of resources.
- Undertake assurance testing to review if the Trust is meeting CQC regulations relating to complaints management

PALS

- Develop, maintain and publicise an accessible PALS service, to assist service users, carers, staff and the public with queries and concerns and help to make their contact with BSMHFT as easy as possible.
- Develop, maintain and review Trust wide PALS operational procedures and develop systems and structures as required.
- Develop and maintain systems to ensure that services are able to learn lessons from PALS contacts and use the information to improve services.
- Identify key regional and national performance targets and standards and ensure that PALS meets these with identified time frames.

COMPLAINTS

- Take responsibility for the co-ordination of all complaints made against the Trust.
- Provide advice to complainants, families and carers on a range of issues as required.
- Liaise with complainants to agree timescales for completing the investigation and to offer to meet and discuss where appropriate
- Liaise with Senior Managers, CDs and nursing and medical leads to ensure that each complaint has a designated Investigating Officer, Terms of Reference for the investigation and agreed timescales for completion.
- To ensure that final investigation reports received from the Divisional Teams include lessons learned and action taken, reflecting full consideration to all issues raised by the complainant.
- On behalf of the Chief Executive, compile responses for complainants based on the findings of the investigation carried out by the Divisional Teams.
- Implement and manage the corporate aspects of the Trusts complaints procedure on behalf of the Chief Executive.

- Act as Trust lead on complaints with external bodies including the Care Quality Commission, Office of the Health Service Ombudsman and Primary Care organisations.
- Ensure the availability of and access to, staff information, pertaining to complaints management, across the organisation.
- Work closely with the Service User and carer experience team in involving users in the complaints procedure and develop links with the Independent Complaints Advocacy Service or its equivalent.

VARIATION

This job description will be subject to review from time to time. Any amendments will be made in consultation with the post holder

GENERAL

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children, safeguarding adults and the prevention and control of infection.

Clinical Posts only

Candidates should demonstrate a commitment to working with families and carers and to practising family intervention according to government and Trust policies.

Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant trust policies are met in respect of information held on the Trust's computerised systems.

Equal Opportunities

The Trust is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability. All staff are required to comply with current legislation, trust policies and national guidance good practice.

Conduct

It is expected that all members of staff will conduct themselves and represent the Trust in a responsible manner complying with policies and procedures.

Health and Safety

Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974), the Trust's Health & Safety policies/codes of practice or regulations applicable to the work place.

Training, Education and Development

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying his or her own training and development need to meet their KSF outline.

Research Governance

Research and Development is at the heart of providing effective treatments and high quality services, supporting a culture of evidence based practice and innovation amongst staff. All staff have a duty to

be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research, or as research participants themselves.

Smoking

This trust operates a no smoking policy.

This job description is indicative only, and the post will continue to evolve as the Trust's priorities develop. It will therefore be revised in consultation with the post holder from time to time, and not less than annually. You may also be required to provide cover in other areas following appropriate discussion.

Job Description Agreement

Budget
Holder: _____ **Signature** _____ **Name** _____ **Date**

Post
Holder: _____ **Signature** _____ **Name** _____ **Date**

Birmingham and Solihull Mental Health NHS Foundation Trust is a major NHS Trust located conveniently to the centre of Birmingham, as a Trust we pride ourselves on the unique environment, which exists for all our staff. An environment where innovation is encouraged, hard work rewarded and where our staff, play an inclusive role in new developments.

PERSON SPECIFICATION: Customer Relations Lead

Criteria	Essential
Qualifications:-	<p>Post Graduate or equivalent experience in a relevant subject,.</p> <p>Evidence of continuous professional development.</p>
Experience and Knowledge:-	<p>Significant demonstrable experience in the in public and / or private sector of which at least 12 months has been spent in complaints, PALS, governance, external standards or regulation</p> <p>Significant demonstrable experience in management of complex complaints related to clinical care</p> <p>Demonstrable ability to apply fresh thinking and ways of working to an area of traditional service delivery</p> <p>Able to demonstrate innovations within customer relations which have put the user and carer first and empowered a better solution</p> <p>Able to demonstrate knowledge of and experience in delivery of customer relations services which actively engage with users and carers to resolve individual issues and improve systems</p> <p>Able to demonstrate an ability to and experience of leading a team through change despite significant operational pressures</p> <p>Experience of managing a team with variety of grades and roles</p> <p>A good working and technical knowledge of IT software packages which includes word, excel, PowerPoint</p> <p>An understanding of clinical risk management and clinical governance</p> <p>Experience of communicating with service users, carers ,Trust staff at all levels, families, police, and others</p> <p>Demonstrable experience of engaging users and carers in delivery of services , and in improving services</p> <p>An understanding and working knowledge of the NHS Complaints and PALS regulations, policies and good practice guidance</p> <p>Experience of contributing to quality improvements and evidencing lessons learnt, both system and practice</p>
Skills and Abilities	<p>Excellent board level report writing and organisational skills</p> <p>Excellent ability to understand information , and critically evaluate and analyse intelligence , areas of risk , organisational and service level actions and lessons</p> <p>Ability to challenge senior staff as part of the investigative process to ensure appropriate appointments of investigators, suitably skilled and independent in nature</p> <p>Able to actively engage users and carers both individually and through groups with the specific intention of building resilient partnerships aimed to improve complaint resolution and carer</p>

Criteria	Essential
	<p>Able to develop excellent partnerships with operational colleagues so that the management of issues of concern is a shared activity with resilience at all levels of the system.</p> <p>Ability to work on own initiative whilst also being a strong team player with excellent interpersonal skills</p> <p>Ability to stay calm and work under pressure</p> <p>Facilitation Skills</p> <p>Ability to respect others' contribution and diversity</p> <p>Ability to communicate complex, sensitive or contentious information to other professional groups and patients where persuasive, motivational, negotiating, training, empathetic or reassurance skills are required</p> <p>Well organised and able to work to deadlines with the ability to manage own time and prioritise workload effectively as well as part of a team.</p> <p>Ability to exercise own initiative when dealing with issues within own specialist area of competence</p> <p>Excellent letter writing skills The ability to act as an interface between service users, carers and relatives and Trust staff to resolve concerns and complaints often dealing with complainants who are distressed, angry and frustrated.</p>
Personal Qualities	<p>A fresh and passionate thinker , committed to improving the experience of users and carers in both complaints handing but also outcomes, able to innovate and experiment in the interests of getting things right for and with users and carers .</p> <p>Prepared to challenge appropriately in the interests of a robust, fair and transparent outcome for users and carers</p> <p>Able to actively engage users, carers and staff in shared objectives</p> <p>Understands the recovery approach and is able to demonstrate the application of this to any/ all user facing roles</p> <p>Shows personal dedication to and commitment to the needs of those who use services and their rights to hope, control and choice in all they do.</p> <p>Able to develop relationships within the wider team so that the overall impact of the portfolio provides maximum value to users, carers and the organisation.</p> <p>Able to demonstrate a high level of commitment for the needs of service users and carers , with an understanding of the function of managing complaints and PALS services as they relate to transparently and effectively responding to issues of concern</p>

Prepared by: Carol Wilson
Date: August 2021