**Scottish Ambulance Service**

**Job Description**

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| **1. JOB IDENTIFICATION**  **Job Title:** **ACC Resolution Manager (Patient and Partner Relations)**  **Department(s):** Ambulance Control Centres  **Job Holder Reference: MLPR451**  **No of Job Holders:** 2 |

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| 2. ORGANISATIONAL POSITION | |
| 3. JOB PURPOSE Supports the Ambulance Control Centres by managing quality, patient safety, experience and feedback activity within the Complaints Resolution Department by being accountable for participating and managing in a range of governance and quality assurance initiatives which improves both patient experience and our relationship with professional partners and blue light services.  The ACC Resolution Manager (Patient and Public Relations) will be responsible for patient experience and feedback within the ACC, by being accountable for the completion and coordination of compliments, complaints and Significant Adverse Events processes around A&E and Scheduled Care within the ACC.  This role will also manage relationships between other professional partners and agencies linking with the wider ACC teams in order to inspire and deliver change and improvement. | |
| 4. DIMENSIONS The three multi site virtual Scottish Ambulance Service Control Centres are a critical national infrastructure resource that provides the hub of clinical and operational decision making to ensure that patients receive the most appropriate response from the Service, including advice, mode of response and referral to other agencies.  The ACC Resolution Manager (Patient and Public Relations) will have the knowledge to judge when to seek assistance and advice from multi-agency stakeholders to assist in complaints and datix investigation and to anticipate when the Service would be able to offer assistance and support to other agencies including:   * NHS, NHS Boards, NHS 24, Hospitals and Specialist Units, General Practitioners and Out of Hours Services, other Ambulance Services including Ambulance SORT, Public Health, * Other Emergency Services (Police/Fire) * Local Authorities, including Emergency Planning and Social Services; * Senior British Telecom and other Communications Services Managers; * IT Suppliers, Providers, Help Desk * Estates and facilities Managers. | |
| 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES As a member of the ACC quality and governance team, leading quality and patient safety initiatives the post holders will be accountable for providing assurances by:   * Undertaking and directing a lead role in the application of the Complaints Handling Procedure to the ACC, ensuring this process operates efficiently and effectively. Planning and implementation of complaints investigation process and providing expert advice to all levels of management. * Working with the patient experience and corporate affairs teams to lead manage and improve the process for dealing with all service compliments, comments, concerns and complaints * A Key role in the direction and application of the Datix Management Procedure ensuring this process operates efficiently and effectively. * Provide improvement support and leadership to staff, directing and supporting individual and ACC improvement plans in line with the Scottish Ambulance Service strategy. * Undertaking In depth Investigations in response to complaints or incidents of note and of serious concern that may reflect patient or staff safety issues. * Supporting the ACC Management team to provide accurate and professional feed back to patients and stakeholders to ensure the integrity of the service is upheld at all times * Collating and providing information to the relevant teams about all recurring themes and issues to ensure that training needs can be updated and quality improvements can be made. * As a departmental lead for the ACC ensuring that the ACCs adhere to and are in compliance with the Service Complaints Handling Procedure and NHS Complaints management targets. Leading, directing and monitoring relevant associated quality improvement work and ensure progress is maintained in line the services complaints procedure and organisational strategic aims,.      * Being flexible by demonstrating appropriate leadership styles and adapting communication to match the situation and audience. * Representing the National Operations Clinical Quality Lead at meetings in respect of patient services when required  |  | | --- | | * Leading and driving quality standards and patient safety initiatives throughout Control Services as a result of locally identified improvements, changes, national reports, enquiries and guidance so the Trust remains an Accredited Centre of Excellence; |  |  | | --- | | * Managing the Governance & Quality Improvement agenda encouraging shared learning and creating innovative solutions to improve services in conjunction with the corporate affairs teams and patient experience teams. |  * Meeting patient and internal complaints targets focusing on continuous improvement by actively implementing improvements learned from outcomes. Acting as an expert resource for other ACC staff including Duty Managers and Supervisors, assisting, advising and supporting with complaints handling advice. * The post holder is expected to full fill the role autonomously within the parameters of established national and organisational priorities, policies and procedures. * Manage self-development to improve personal knowledge, skills and performance and to keep up to date professionally, participating in relevant training as required. * Manage the relationships and improvement opportunities with key professional stake holder’s i.e NHS24, Police, Fire, SPSO and Procurator Fiscal. * Be involved in the completion of and coordination of Significant Adverse Events | |
| 6. SYSTEMS The post holder is required to operate a range of specialist software applications that include but are not limited to:   * Datix * C3 Command and control System * CLERIC system * NICE voice recording system * Data Warehouse * AVAYA * MS Teams * Microsoft Office Suite * Cleric   These systems are integral to the role and will be used on a daily basis to ensure that the full duties and responsibilities are fulfilled.  The post holder will also be required to utilise a range of technical hardware during their duties including but not limited to a laptop, desktop PC, and telephone. | |
| **7. DECISIONS AND JUDGEMENTS**  Must be able to make effective decisions in response to a dynamic, critical, demand led environment. The post holder will be required to make decisions autonomously in respect of the management of complaints, SAERS and related information governance work streams  Work is reviewed via regular Team meetings and regular meetings with the National Operations Clinical Quality Lead.  The post holder is required to work unsupervised due to nature of duties and will manage their own workload and align priorities following set objectives that align to the departmental delivery plan.  Ability to deal with conflicting demands, ensuring key priorities and deadlines are met through effective time management.  The post holder will demonstrate professional competence and sound judgment and develop, where necessary, innovative solutions to problems presented.  The post holder is continually balancing the need to respond to ad hoc issues whilst maintaining priority responsibilities and will be expected to routinely make decisions independently which may involve complex facts or situations.  The post holder will need to apply a logical decision making process and critical thinking to highlight comparisons, judgments’ and evaluation of a range of options available to resolve issues and assist in the design of new ways of working  The post holder will be expected to use his/her judgment to assess risks and associated with the Ambulance Control Centre functions and collaborate within the team to manage solutions safely.  Ability to apply critical thinking whilst managing complaints, and incidents by constantly evaluating what is read, questioning whether ideas, arguments and findings are backed up to make reasonable adjustments. | |
| 8. COMMUNICATIONS AND RELATIONSHIPS The post holder will work collaboratively with Key stakeholders and decision makers to deliver the ACC governance work plan promoting the positive reputation of the service by:  Building and maintaining relationships with key external stakeholders including all NHS Boards and hospitals, General Practitioners including In/Out of Hours Services and any private or volunteer organisations that work in conjunction with Scottish Ambulance Service, Scottish Government and Procurator Fiscal.  Building and maintain relationships with key external agencies to deliver safe and effective patient care through joint working arrangements for example, Other emergency service providers including Police, Fire, Coastguard and all military organisations.  Maintaining relationships with all internal stakeholders and departments including Executive Directors, General Managers, Heads of Service, Regional Staff, clinicians, and managers, trade union representatives, operational vehicle crew, ACC staff, and admin and support teams that work across the organisation to deliver the core service  The nature of the communications will often be of a highly complex nature requiring a high degree of technical knowledge and experience.  In addition it will also often be of a highly sensitive and personal nature where it is likely that the post holder will be delivering highly emotive and sometimes controversial information to patients and relatives. Therefore requiring a significant degree of tact, professionalism and diplomacy.  The post holder will have responsibility for negotiating the satisfactory resolution of any query raised with them and for ensuring that a formal response is issued to ensure that the process is completed.  Ensure all communication which may be complex, contentious or sensitive, is undertaken in a responsive manner, focusing on improvement and ways to move forward.  Ensuring all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental health conditions. | |
| **9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**   |  | | --- | | Physical Skills – Advanced use of keyboard skills, data warehousing, investigating and reporting significant incidents. The post holder will be expected to travel throughout the country to attend to internal and external meetings and home addresses of complainants.  Balancing workloads which are demanding requiring the post holder to use a number of skills at any one time, i.e. tact, diplomacy, assertiveness, persuasiveness and compassion.  Mental Effort – Analytical skills, leadership and motivational skills, requiring considerable intense concentration.  Mental demands – dealing with complex situations on a daily basis requires a high level of concentration and confident decision-making skills. Appropriately prioritise changing situations and workload on a frequent basis.  Emotional Effort – Providing support and direction to a large team of people, dealing with distressing circumstances, including fatalities and staff under emotional stress, including dealing with abusive or aggressive callers. Leads on the management of complaints and face to face contact with bereaved families.  Dealing with disciplinary and grievance issues.  Attendance at Court to give evidence on decisions made, as required and advising staff of unwelcome news  Emotional demands – occasional exposure to stressful or emotional circumstances and occasionally dealing with any difficult employees, patients or relatives.  Interpersonal Skills - good interpersonal skills are essential in this post as the post holder will often be at the forefront of organisational change. A sensitive but persuasive approach will therefore regularly be required.  Dealing with NHS partners who operate in a different environment to that of the Scottish Ambulance Service and who have little concept of our objectives or direction.  Assisting with police investigations and complaints.  Accuracy in the production and analysis of statistical reports is essential therefore can be quite pressurised.  Involved in investigations and inquiries. The Post Holder may occasionally require to attend Fatal Accident Inquiries  The scope of the role also requires the ability to multi task and prioritises workload.  There may be a need to work extended hours, particularly at times of incident or business continuity challenge.  The role requires a high level of energy and constant self-motivation.  The posts require a high degree of maturity and flexibility in order to find solutions to serious arising issues. | | |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  Maintaining an analytical overview of the utilisation of all physical assets, human resources, processes and systems.  Dealing with situations of a distressing and emotive atmosphere and supporting staff whilst under operational pressure.  Ensuring the safety and welfare of patients and staff.  Providing an overview of priorities, performance, trends, areas of challenge and non-compliance to senior staff.  Communicating effectively and motivating a team, ensuring that the team remains efficient but focussed on meeting the needs of individual patients.  Dealing with staff, stakeholders and the media and meeting their needs.  Producing accurate, concise, considered reports and investigations within tight deadlines.  The Post holder may be required to represent the service at Fatal Accident Inquiries.  The Post Holder will have the ability, experience and knowledge to be able to communicate in complex cases with regards to our complaints handling and procedures. | |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  Post registration qualification desirable.  Educated to degree level or able to demonstrate equivalent experience and knowledge in this subject.  Demonstrable experience of managing staff/teams at supervisor level or above preferably within a health care setting.  Experience of unscheduled care would be an advantage.  Evidence of leadership qualities and people management skills.  Ability to rapidly assimilate a range of complex information and make expert judgments.  High level of accuracy and attention to detail.  Ability to influence and persuade senior members of staff, to review and alter practices, where necessary.  Personal resilience and ability to perform effectively while dealing a highly emotive workload.  Innovator with a positive “can do” attitude” and a positive attitude to change.  Ability to think strategically and to see the bigger picture.  Credibility to advice non-specialists, senior managers and stakeholders on the impact of demand and other influences on operational performance and service delivery.  Management qualification preferable.  Family liaison Qualification or experience preferable.  Experience with route cause analysis preferable.  Knowledge and experience in dealing with difficult situations and conversations.  Significant breadth of knowledge and experience of the operation of the Service.  The post holder would be expected to have knowledge of the technical processes and systems operated within the Control Centres  Good written communication skills, with ability to produce accurate, concise records, reports and investigations to deadlines and have the ability to find ways in solving and pre-empting problems.  Strong analytical, reasoning and influencing skills and have the ability to multi task and priorities actions.  Ability to analyse qualitative and quantitative data and information and transpose it into recommendations and actions and hold excellent overall communication skills. | |
| 13. JOB DESCRIPTION AGREEMENT **Job Holder’s Signature:**    **Head of Department Signature: S.Jones** | Date:  Date: 29/06/2023 |