

## Job Title **Feedback Officer**

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<b>Department:</b>	Health and Community Services (HCS)	
<b>Section:</b>	Chief Nurse	
<b>Reports to:</b>	Patient Advisory and Liaison Manager	
<b>JE Ref:</b>	HCS1101	
<b>Grade:</b>	CS07	<b>JE Date:</b> 03/05/2022

### Job purpose

The post holder will be required to provide operational efficient and effective management of the triaging of feedback (Comments, Compliments and Complaints) activity on a day to day basis and the first point of contact for people who wish to provide feedback.

To provide advice on Government of Jersey (GoJ) Feedback Policy, liaising with senior managers and staff to ensure that complaints and concerns are resolved promptly, supporting the service to deliver early and local resolution.

To provide a high standard of administration including maintaining and developing the Feedback module on Datix (Software for Patient Safety).

### Job specific outcomes

1. To act as a point of contact for HCS for service users, carers, relatives and members of the public who wish to provide feedback including making a complaint.
2. To manage service users' expectations, keep them informed on progress, and exercise judgment in identifying key issues, accurately recording all progress and updates.
3. Coordinate complaints, assist and guide clinicians, staff and managers in the management of their complaints, ensuring the needs and expectations of the complainant are met.
4. To provide day to day management of feedback including acknowledging complaints, putting together complaint packs, managing different stages of the Feedback process and draft/proof read responses.
5. To support the implementation of Feedback policy and sharing of good/best practice between departments. To work with teams to encourage and promote a culture of openness, honesty and learning from feedback.
6. Support the delivery of training to promote effective complaint management and ensure that regular training is available to support staff undertaking investigations, writing responses and learning lessons.
7. Monitor and analyse feedback performance data and support improving performance, implementing new processes/procedures where appropriate. Ensure that any trends emerging from feedback are shared appropriately. Produce regular weekly/quarterly/yearly reports to review/assess performance, lessons learned and trends.
8. Manage the Feedback module on the Datix database and GoJ Central Feedback Management System (CFMS). To develop their use to enhance performance, including

promoting and encouraging data quality, ensuring all required information is complete and accurately logged in a timely and consistent manner and advise on data capture/collection issues.

9. To provide statistical data/information as and when requested e.g. copies of correspondence, chronology of events, Freedom of Information requests.
10. To work closely with PALS to ensure concerns are handled effectively and contribute to the patient experience agenda across HCS.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

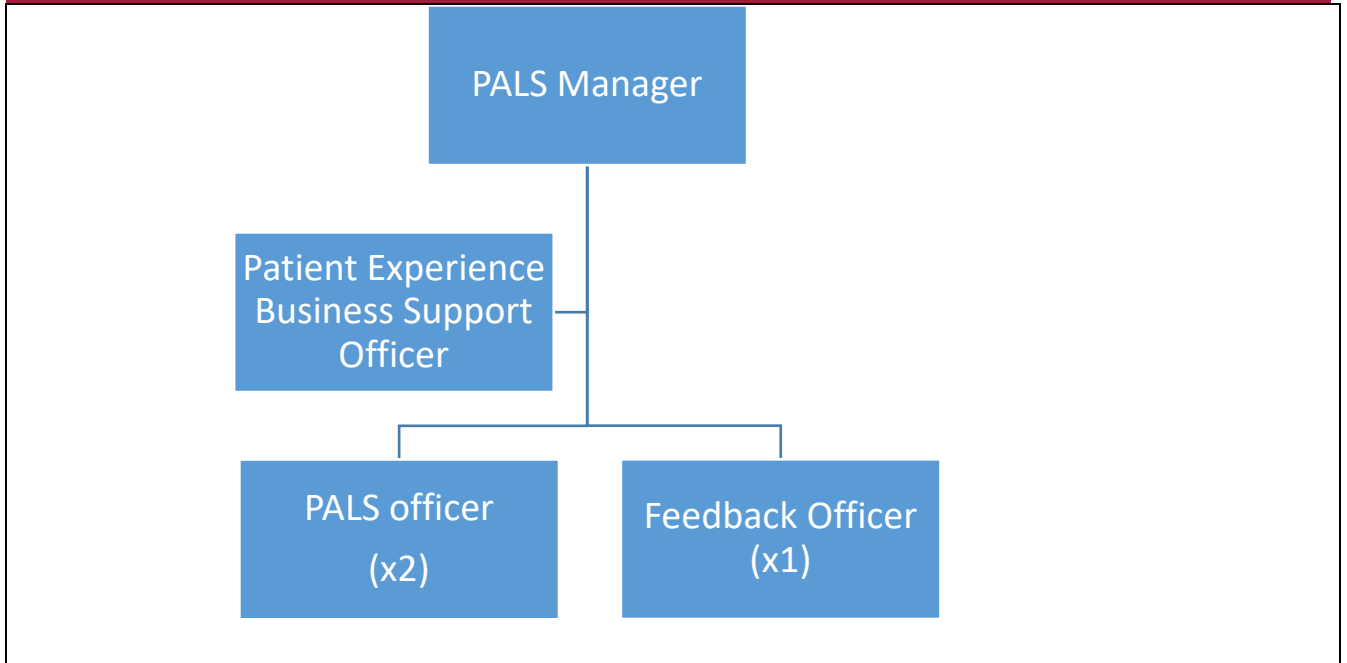
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### Organisational structure

## One Government Departments



### Organisation chart



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	Educated to 'A' level standard, or equivalent qualification	
<b>Knowledge</b>	<p>Knowledge of current organisational priorities</p> <p>Knowledge of GoJ Feedback Policy</p>	Understanding of confidentiality, information governance and safeguarding
<b>Technical / Work-based Skills</b>	High level knowledge of Microsoft Office and database applications	Knowledge of working with Datix
<b>General Skills/Attributes</b>	<p>Interpersonal skills required include listening skills, persuading and influencing, advising, negotiating, motivating, training, reassurance.</p> <p>The ability to work independently, using own initiative and prioritise workload.</p> <p>Ability to make judgments in often difficult and sensitive situations.</p> <p>Ability to work under pressure and have a flexible approach to workload.</p> <p>Experience/Ability to receive and communicate at times complex, sensitive and contentious information</p>	Ability to remain objective in difficult situations

	<p>Demonstrates empathy, respect and tact for others</p> <p>Resilience and ability to manage verbal aggression and deal with own behaviour in highly stressful situations</p> <p>Excellent customer service skills</p>	
<b>Experience</b>	<p>One year's experience working in a role that includes frequent contact with service users/customers</p> <p>Experience of performance reporting and analysing data</p>	<p>Previous experience in working in health and social care and handling feedback including complaints.</p>

## Personal Attributes

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.