

## Senior Nurse Patient Experience

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| <b>Department:</b> | Health and Community Services (PALS Team) |                            |
| <b>Section:</b>    | Chief Nurse Office                        |                            |
| <b>Reports to:</b> | Patient Experience Manager                |                            |
| <b>JE Ref:</b>     | HCS1164.1                                 |                            |
| <b>Grade:</b>      | NM06                                      | <b>JE Date:</b> 09/07/2024 |

### Job purpose

The Senior Nurse will play a pivotal role in managing Health and Community Services complaints, care concerns, and feedback. The successful candidate will ensure that the receipt, investigation, and response to complaints are conducted efficiently and in strict accordance with the Government of Jersey complaints policy. This role involves maintaining accurate administration systems, managing the central complaints database, and producing regular reports.

Key responsibilities include providing expert advice to Health and Community Services staff, patients, relatives, and carers regarding the complaint's procedure. Additionally, the Senior Nurse will support the Patient Experience Manager in monitoring and improving service performance

### Job specific outcomes

Provide and exemplify a professional, caring, compassionate, and supportive service to patients, carers, relatives, and service users who contact the Complaints/PALS/Patient Experience team, ensuring they feel heard, and their concerns are taken seriously.

Engage directly with complainants, their carers/families, and advocacy services, listening to highly sensitive and often distressing information. Identify and address any communication barriers that may affect understanding.

Acknowledge receipt of complaints, seek clarity on the desired outcome, and negotiate a realistic timeframe for the response.

Serve as a primary contact for patients, service users, carers, relatives, and the public wishing to make a complaint. Guide and support them through the HCS Complaints Procedure.

Provide advice, support, and assistance to managers investigating complaints. Clarify concerns, ascertain the desired outcomes, ensure timely responses, and keep complainants updated on the progress of their complaints.

Collaborate with departments and care groups to foster a culture of openness, honesty, and learning from patient, service user, carer, and public feedback.

Assist the Complaints Manager in developing, implementing, and ensuring compliance with service-related policies and procedures. Propose improvements as needed, in line with local and national guidance.

Maintain administrative systems, including registering all complaints on the central database. Track complaints, identify themes and trends, and highlight potential delays early.

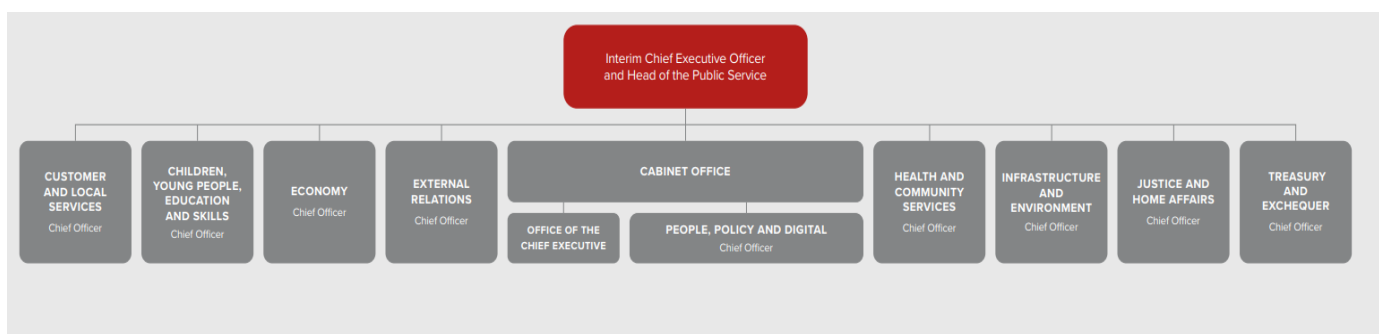
Ensure complaints are directed to the appropriate care group for timely investigation. Escalate potentially serious complaints to the relevant departments or care groups for immediate action.

Analyse complaints care concerns and feedback concerns. Provide monthly, quarterly, and annual reports to the Quality and Improvement committee and the Board as required. Contribute to the triangulation of data to facilitate organizational learning.

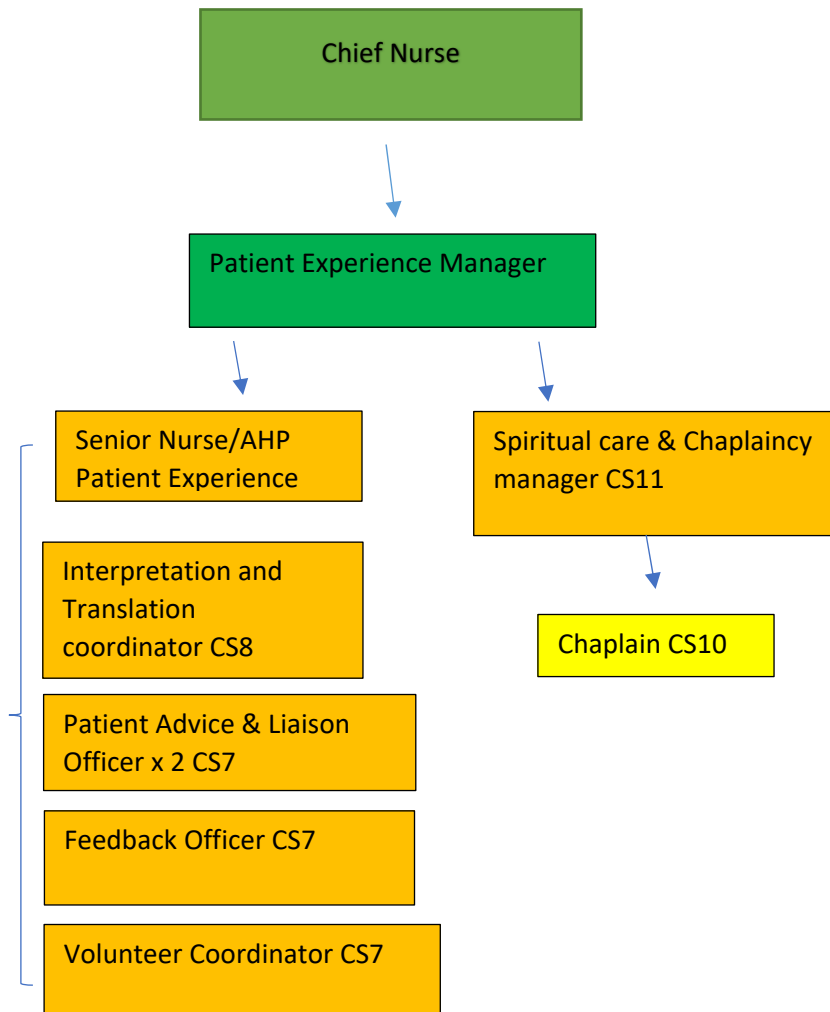
Lead quality improvement initiatives related to complaints, care concerns and feedback. Identify themes and trends from complaints, bring them to the attention of senior staff, and pinpoint areas for service improvement and quality issues requiring action.

Oversee the coordination of complex care concerns, ensuring that the patient's voice is heard and a clear plan of care is established.

## Organisational structure



## 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.*

| ATTRIBUTES  | ESSENTIAL   | DESIRABLE  |
|---|---|--|
| <p><b>Qualifications</b></p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>  | <p>Registered with the NMC as a first level registered nurse/registered midwife</p> <p>Degree (or level 6 qualification) in Nursing or Midwifery or equivalent.</p> <p>Management qualification or equivalent experience</p> <p>Experience of working within an healthcare environment</p>  | <p>Masters level qualification in Nursing or Midwifery</p>         |
| <p><b>Knowledge</b></p> <p><i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p> | <p>Highly developed specialist knowledge of nursing procedures underpinned by theory and experience.</p> <p>Significant experience of effectively engaging with patients/service users and carers.</p> <p>Ability to evaluate evidence and make reasoned independent decisions.</p> <p>Ability to convert complex and sensitive information into an easily understood</p> | <p>Knowledge of Government of Jersey Customer Feedback Policy.</p> |

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|   | <p>form and present through various media to mixed audiences.</p> <p>Knowledge and experience of improving patient safety in health care provision.</p> <p>Candidates must display expert level knowledge of the Governance and Risk frameworks required to underpin the delivery of safe patient care.</p>   |  |
| <p><b>Technical / Work-based Skills</b></p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p> | <p>Valid Driving License</p> <p>Understanding of Code of Practice and requirements of it for the practice and behaviour of staff and self.</p> <p>A high standard of written English and experience in report/ investigation writing</p> <p>Proficiency in the use of IT including Microsoft Office, Excel, Outlook and Datix</p> <p>The ability to translate complex ideas into simple understandable concepts is key</p> <p>Ability to communicate sensitive, and sometimes complex information to patients/carers and families.</p> <p>Demonstrable ability to</p> |  |

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|  | <p>prepare and present reports</p> <p>Strong communication skills required, to promote collaborative working within the team and to effectively communicate with individuals involved in a complaint</p>   |  |
| <p><b>General Skills/Attributes</b></p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p> | <p>Able to accurately record and analyse information and data Strong all round questioning and communication skills. Ability to work using their own initiative and can demonstrate:-</p> <ul style="list-style-type: none"> <li>• Sound judgement</li> <li>• Flexibility</li> <li>• Advanced problem solving skills</li> <li>• High levels of personal integrity and confidentiality</li> <li>• A strong work ethic</li> <li>• The ability to work under pressure</li> <li>• An understanding of the effective use of confidential and sensitive data</li> </ul> <p>Proven ability to manage processes and procedures</p> <p>Must have strong inter</p> |  |

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|   | <p>personal skills and influencing skills</p> <p>Must be able to rapidly assimilate information, be adaptable to new situations and able to challenge accepted practice.</p> <p>Be competent at developing positive working relationships with staff at all levels.</p>  |  |
| <p><b>Experience</b></p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p> | <p>Three years post qualifying experience</p> <p>Evidence of effective interpersonal communication skills. Able to plan and prioritise effectively &amp; to problem solve</p> <p>Ability to work effectively as part of a team and to motivate, educate and encourage others</p> <p>Ability to demonstrate ethical values and attitudes within a culture of equality and diversity</p> <p>Experience of complaints management including investigations and quality complaint response letters.</p> <p>Experience of dealing with difficult situations and communication to achieve</p> |  |

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|   | a positive outcome and resolution.  |  |
| <p><b>Criteria relating to Safeguarding</b></p> <p><i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p> | Experienced in all aspects of Safeguarding children and vulnerable adults |  |