

## Legal Services Manager

---

**Department:** Health and Community Services

**Division:** Group Medical Director

**Reports to:** Group Medical Director

**JE Ref:** HCS580

**Grade:** CS13

**JE Date:** 20/04/2020

### Job purpose

Provide expertise on legal and insurance matters for Health and Community Services ensuring that the legal responsibilities of the department are efficiently controlled and cost effectively discharged.

### Job specific outcomes

- 1) Lead on complex legal cases and potential insurance claims against the Department, to ensure appropriate procedures are enacted and progressed within reasonable timescales.
- 2) Lead as the point of contact for States of Jersey insurers in reporting claims and potential claims, anticipating the relevant information and documentation to be provided to appropriate parties as this information determines the monetary reserve set by the job holder and agreed by the insurer
- 3) Lead with external parties and interested bodies in the handling of high value claims on behalf of the States of Jersey ensuring senior stakeholders are briefed on claim strategies to ensure they are up to date with the management of claims.
- 4) Prepare and provide reports to a range of key stakeholders ensuring that pertinent and relevant information relating to ongoing and finalised claims and potential claims is shared with the appropriate parties, internally and externally to ensure they are up to date with actions that may affect the care group's budget.
- 5) Manage claims at pre-litigation stages for medical malpractice, working the claim up to the point where an advocate is instructed to ensure compliance with professional legal requirements.
- 6) Create and manage an accurate litigation database and records system to enable reporting internally and externally on claims activity, themes and trends to inform future practice.
- 7) Manage responses to verbal and written approaches to the department from professional bodies to ensure the appropriate action is taken on claims, potential claims and insurance matters.
- 8) Lead the liaison with key witnesses when a case is going to trial and ensure that staff are appropriately briefed and supported to be able to provide evidence and be questioned in a court setting.

- 9) Provide training, management supervision, direction and motivation to the member(s) of staff supervised to ensure that they are effective in their role(s) and thereby result in all third party medical requests being responded to in a timely and appropriate manner within the statutory framework.

**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**



## Person Specification

### Specific to the role

| ATTRIBUTES  | ESSENTIAL   | DESIRABLE |
|---|---|-----------|
| <p><b>Qualifications</b><br/> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>  | <p>Education to degree level in Law</p> <p>Professional qualification in a medico-legal subject.</p>  |           |
| <p><b>Knowledge</b><br/> <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 legal issues underpinned by theory and experience.</p> <p>Knowledge of managing personal insurance claims.</p> <p>Knowledge of clinical negligence framework and civil litigation protocols.</p> <p>Knowledge of robust legal research and analysis of a range of information</p> <p>Knowledge of quality and governance agenda</p> |           |
| <p><b>Technical / Work-based Skills</b><br/> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>   | <p>Understanding of Health and Community services related complaints procedure</p> <p>Ability to interpret law</p> <p>Systematic and analytical approach to problem solving</p> <p>Skilled in clinical risk and information governance.</p> <p>Must have an understanding and appreciation of Health complaints procedure</p>   |           |
| <p><b>General Skills/Attributes</b><br/> <i>This relates to more general characteristics required to</i></p>  | <p>Exceptional drafting skills</p>  |           |

|   |  |  |
|---|--|--|
| <p><i>do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>   | <p>Ability to communicate complex ideas in writing to legal professionals.</p> <p>A systematic and analytical approach to problem solving is vital.</p>  |  |
| <p><b>Experience</b><br/> <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>Demonstrate project management knowledge and able to keep other on track</p> <p>Experience of medical terminology</p> <p>Experience of handling litigation cases in a legal environment.</p> <p>Experience of the Jersey legal framework.</p> <p>Experience of working autonomously with often conflicting deadlines.</p> |  |

**Core Accountabilities, Attributes and Behaviour Indicators**

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 4 core accountabilities attributes and behaviour indicators.