

SALISBURY NHS FOUNDATION TRUST

JOB DESCRIPTION

1. JOB DETAILS

Job Title: LEGAL SERVICES ASSISTANT

Grade: Band 4

Location: Quality Directorate
Salisbury District Hospital

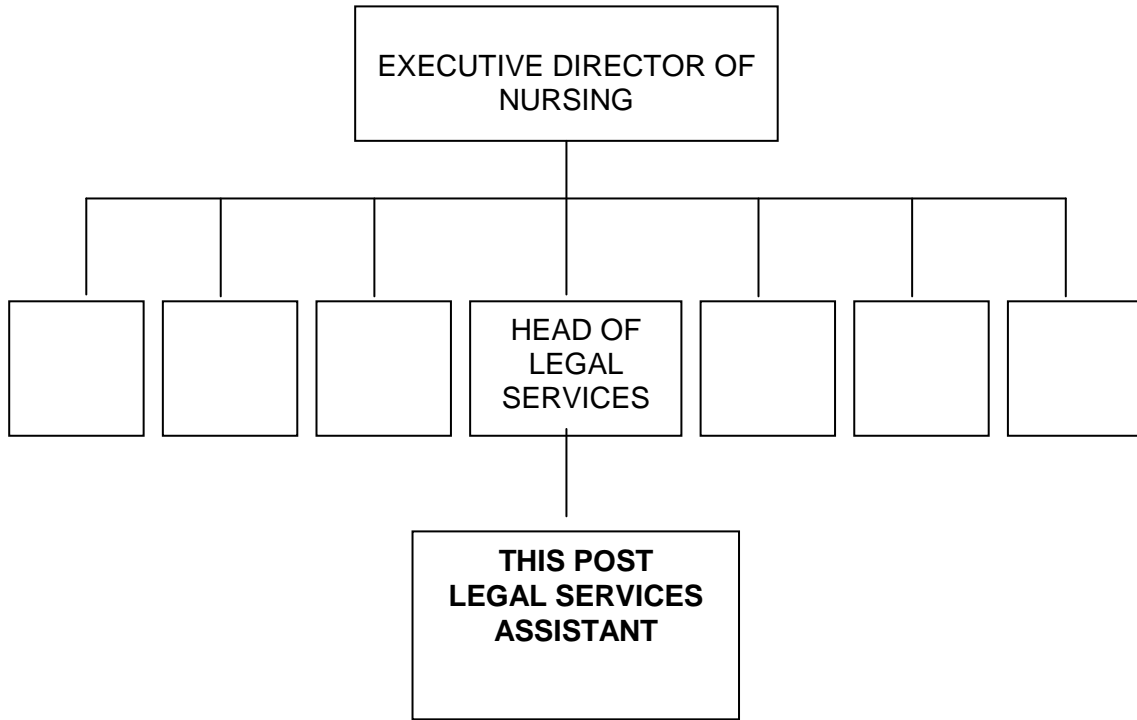
2. JOB PURPOSE

To assist the Trust's Head of Legal Services in all aspects of delivering a legal service to the Trust, which meets both internal and external requirements. To include processing claims, (clinical negligence and employer and public liability) inquests, police requests, obligations under court orders
Disclosure requests for medical records
Liaising with various outside agencies
Reporting of claims to Insurer NHR
Keeping database (Datix) up to date
Use of electronic filing system

3. SCOPE OF THE JOB (DIMENSIONS)

The Trust receives between 5-6 new cases per month.
There are on average 60 clinical negligence claims ongoing at any one time.
Plus an average of 20 employer liability/public liability cases.

4. ORGANISATION CHART



5. QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

QUALIFICATIONS: Educated to at least GCSE level standard

SKILLS:

Essential

- Excellent communication skills - both written and verbal including good telephone manner.
- **Knowledge of** information technology including Word, datix ,information systems, electronic mail, and electronic diary.(We are aiming for a paperless environment)
- **Self motivated**

Preferred

- Knowledge of Excel and Powerpoint as needed
- Audiotyping skills
- Good investigative and research skills.
- Ability to work unsupervised and organise own workload priorities.
- initiative
- Ability to work under pressure and cope with competing and changing priorities.
- Excellent time management skills.
- Ability to set up systems of work that ensure that many streams of activity can be managed in parallel so that no tasks get forgotten.
- Flexibility and willingness to learn new processes so that these can be carried out independently once trained.

KNOWLEDGE:

- A knowledge of how the Health Service operates and/or knowledge of litigation would be an advantage.
- Essential that if the post holder does not already have this knowledge that they be prepared to undertake training and personal development to better understand the context within which they are working.

EXPERIENCE:

Experience in a senior administrative role involving independent working as well as work at the direction of a Senior Manager.

Experience of dealing with complaints and /or investigations and/or claims.

6. KEY "TASKS" (KEY RESULT AREAS)

6.1 Case claims

1 To independently carry out the new case 'set up' process on receipt of a new claim, liaising with solicitors. As datix is used on a day to day basis the applicant should have a working knowledge of same or a similar management system, identifying and linking any relevant Incidents/Complaints and providing the Head of Legal Services with relevant details of such.

To be responsible for the medical records 'disclosure' process taking all necessary actions to obtain and get the records copied, monitoring progress and chasing as necessary so that high quality copy medical records are provided to solicitors within 30 days of receiving their request.

Liaising with clinicians at all levels and seeking comments from clinicians following receipt of request for disclosure

To be responsible for reporting all new Letters of Claim (both CNST and EL/PL) to the NHSR, identifying responsible clinicians and drafting letters for the Head of Legal Services.

6.2 Inquests

Liaising with coroners officers regarding inquest process

To liaise with the Coroner's Officers and facilitate good communication between the Legal Services office and the Coroner's office. To process requests for statements from hospital staff and chase when overdue so that statements are provided for the Coronor in a timely fashion.

To be responsible for the logging on Datix and processing of all Inquests, and arranging pre-inquest meetings with clinicians

6.3 Police/Child Protection requests

Police Requests and Court Orders taking all necessary actions to prepare, scan and provide copy records where requested within the timescale set out under the supervision of the head of Legal Services

6.4 Datix Database

To ensure high quality accurate independent data entry into DATIX (claims management database) based on content of solicitors letter at the start of a new case.

To take responsibility for independently updating DATIX at key stages in a claim e.g. when the claim moves on to a new stage, when financial reserve information is provided, when payments are made.

To download quarterly reports from the NHS Resolution website and update all changes to Datix

To be an expert in creating and producing reports from the DATIX system including an ability to export data into Excel and manipulate as necessary

To independently extract information from DATIX to inform the bi annual legal report to the Trust Board and take responsibility for updating the figures and graphs in the draft legal report in order to support the Head of Legal Services in producing this report.

All of the above ensures that timely accurate information regarding claims is available readily at all times and maximises the opportunity to use the system to its full potential saving time for many routine tasks e.g. automatic form filling.

6.5 Reports

To provide reports from DATIX for quarterly Directorate Management Team meetings.

To provide Claims and Cost Analyses bi-annually for distribution to Director of Finance, Medical Director, Director of Nursing, Clinical Directors, Directorate Managers, Heads of Nursing and

To provide Information Governance reporting of all Police/Child Protection requests

To provide bi-annual reports and arrange meetings for the Head of Legal Services with Lead Clinicians.

7. General

Utilise the full range of office skills e.g. word processing, spreadsheets, e-mail, diary management, post management, filing, photocopying, scanning, use of secure electronic data transfer systems and faxing in order to support the Head of Legal Services in delivering an efficient and effective Legal Service to the Trust.

To deputise for the Head of Legal Services to ensure continuation of service in the absence of the Head of Legal Services. To liaise with Trust Solicitors, NHS Resolution case managers, Police, Coroner's Officers, Local Authorities and others as necessary during this time.

To ensure that case management activities are kept on track - taking action as necessary where tasks are overdue e.g. diplomatically chasing comments/statements requested by the Head of Legal Services if not received by due date.

Keeping the Head of Legal Services briefed at all times regarding any concerns or difficulties.

The above will ensure that cases are actively managed in a way that meets the sometimes challenging timescales laid down by NHS Resolution and the civil procedure rules of the civil justice system

To make full use of 'resources available' e.g. library services, Internet, colleagues in order to carry out research on behalf of the Head of Legal Services and provide information to support the investigation of claims.

To maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake appropriate mandatory training including updates in infection prevention and control.

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust Safeguarding Children and Child Protection policies and guidelines and undertake appropriate mandatory training and updates in Safeguarding Children/Child Protection.

By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

A particular strength in communication skills is required in order to understand the requirements of the following and to be able to obtain and provide information as necessary. Charm, tact, diplomacy, discretion and persuasion are some of the skills required in order to assist and influence:

- Colleagues across the Trust who provide the department with information e.g. Medical Personnel , Medical Records, X-ray, Medical Records secretaries re: photocopying service etc.
- Senior and junior medical, nursing and therapy staff within the Trust and who have left the Trust in order to obtain comments/statements etc.
- Claimant's solicitors
- Trust solicitors
- The Coroner's officers
- Colleagues in Risk, Customer Care, Information Governance etc

9. MOST CHALLENGING PART OF THE JOB

Keeping track of the numerous streams of activity so that priorities are being dealt with and the challenging timescale targets are met.

9. CONDITIONS OF SERVICE

HOURS: 37.5 hours per week

ANNUAL LEAVE (excluding bank holidays)

27 days per annum on appointment

29 per annum after 5 years service

33 days per annum after 10 years service

SALARY:

Band 4 £

- This job description is intended as a guide to the general duties required of this post, which may vary from time to time. It does not form part of the terms and conditions of employment.
- Employees are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Act.
- This post is bound by the Trust regulations on confidentiality.

This post is subject to an exception order under (42) of the Rehabilitation of Offenders Act 1974.

10. JOB DESCRIPTION AGREEMENT

**Job Holder's
Signature**

.....

Date:

.....

**Head of Legal Services
Signature**

.....

Date:

.....