

POSITION DESCRIPTION

IHG – Consumer Feedback Officer

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Manager Level 1
State Award	Health Managers (State) Award
Reporting to	IHG Consumer Feedback Manager
Does this role manage or supervise others	No
Vaccination Category	B
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

IHG Consumer Feedback Officer will be responsible for supporting the IHG Consumer Feedback Manager in the management of complaints, compliments, Ministerials and HCCC for all facilities across IHG. This role requires clinical judgement, leadership and the skills and ability to interpret a variety of information to formulate responses and liaise with patients, families and governing bodies.

The position will liaise with Managers across the IHG to ensure the timeliness, accuracy, consistency and quality of all responses. This position will work with the IHG Executive team to ensure that all issues are addressed, information is factual and succinct, and the language and tone is appropriate in all correspondence. The position will act in the IHG Consumer Feedback Manager position when the incumbent position holder is on leave.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use, including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair that impedes on the mask seal and may be required to be clean shaven. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Under supervision and direction of the IHG Consumer Feedback Manager coordinate, investigate and prepare responses for the Health Care Complaints Commission and for serious, complex, LHD-wide or confidential consumer complaint matters.
- Maintain professional communication with patients, carers, their families or members of the broader community in reviewing, investigating and responding to complaints and respond appropriately and respectfully with a person-centered approach.
- Provide consultation and support to IHG hospitals, services, and divisions to facilitate frontline clinical complaint management, and preparation of responses in accordance with the NSW Health Complaint Management Policy PD2020_013.
- Provide consultation and support to managers to facilitate privacy investigation responses in accordance with the NSW Health Privacy Manual.
- Monitor the administration of complaints across the IHG through IMS+ and liaise with hospitals, services, and divisions to ensure that all complaints are appropriately triaged using the incident management

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- Harm Score.
- At the direction of the IHG Consumer Feedback Manager prepare correspondence in response to complaint or privacy related matters to ensure the IHG Executive is well informed, and issues are appropriately escalated.
- Provide information, advice and consultation on consumer feedback, complaints and privacy issues to clinical staff and managers
- Support accreditation events in relation to standards relevant to the Consumer Feedback/engagement and Privacy Management portfolio
- Exercise analytical decision making and problem-solving strategies in relation to complex management issues arising out of the portfolio
- Maintain a current working knowledge of contemporary issues and practice in patient safety, clinical risk, consumer engagement and quality management within the health sector

KEY CHALLENGES

- Assessing the level of risk exposure including reputational risk for concerns raised from complaints, consumer feedback, and privacy matters and determining appropriate actions, in conjunction with the IHG Executive Team, Managers, Hospitals, Services and Divisions.
- Provide educational support in the managing privacy issues, complaints, compliments and communication strategies related to consumer feedback.
- Provide quality assurance in supporting the preparation and coordination of briefs and correspondence according to MoH and ISLHD policy and procedures.
- Exposure to complex and at times sensitive information involving patient care outcomes and/or experiences.
- Dealing with distressed patients and/or family members and distressing situations.

KEY RELATIONSHIPS

Who	Why
IHG Consumer Feedback Manager	Director line manager.
IHG General Manager	Collaborative approach to ensure consistency to consumer feedback. Coordination of consumer feedback.
IHG Executive Team, Heads of Services, Divisional Directors, Patient Safety Managers, managers and clinicians	Understand the needs of clinical services and support issues relating consumer engagement and clinical governance to promote a culture of safety.
Clinical Governance Unit	Effective working partnerships of open communication for a coordinated approach to consumer feedback.
Patients, Carers and Families	Provide support and assist in the resolution of complaints or patient concerns.
ISLHD Legal Services and Clinical Governance Unit	Provide support and advice on correspondence both written and verbal in relation to consumer feedback correspondence as required.

SELECTION CRITERIA

- Understanding of the NSW MOH Complaints, Incident Management, Open Disclosure Policies and the Privacy Manual and demonstrated understanding of the NSW Health System
- Demonstrated experience in the complaints management responses, including preparation of reports, briefs and executive correspondence.
- Demonstrated effectiveness in consultation processes with a variety of stakeholders and the ability to confidentially handle contentious, controversial and emotive issues.

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4. Well-developed written communication, interpersonal, negotiation and facilitation skills and the ability to represent the organisation in a variety of settings.
5. Technology and systems skills, including office systems, word processing and spreadsheet packages and demonstrated experience in records management procedures and practices and in using electronic based records management system (TRIM Context).
6. Demonstrated organisation skills and ability to set priorities, meet strict deadlines in a high volume, complex work environment.
7. Understanding of and commitment to ISLHD CORE values.

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Job Demands for: ISLHD - Executive Officer, Ministerials Briefings and Complaints

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Frequent	Sitting - remaining in a seated position to perform tasks Constant
Standing - remaining standing without moving about to perform tasks Frequent	Walking - floor type: even/uneven/slippy, indoors/outdoors, slopes Frequent
Running - floor type: even/uneven/slippy, indoors/outdoors, slopes Not Applicable	Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Occasional
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Infrequent	Kneeling - remaining in a kneeling posture to perform tasks Infrequent
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks Infrequent	Leg/Foot Movement - use of leg and/or foot to operate machinery Not Applicable

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Frequent</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

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Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)

Constant

Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)

Constant

Smell - use of smell is an integral part of work performance (e.g. working with chemicals)

Infrequent

Taste - use of taste is an integral part of work performance (e.g. food preparation)

Not Applicable

Touch - use of touch is an integral part of work performance

Constant

Psychosocial Demands

Distressed People - e.g. emergency or grief situations

Frequent

Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness

Infrequent

Unpredictable People - e.g. dementia, mental illness, head injuries

Infrequent

Restraining - involvement in physical containment of patients/clients

Not Applicable

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Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies

Not Applicable

Environmental Demands

Dust - exposure to atmospheric dust

Not Applicable

Gases - working with explosive or flammable gases requiring precautionary measures

Not Applicable

Fumes - exposure to noxious or toxic fumes

Not Applicable

Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE

Not Applicable

Hazardous Substances - e.g. dry chemicals, glues

Not Applicable

Noise - environmental/background noise necessitates people raise their voice to be heard

Infrequent

Inadequate Lighting - risk of trips, falls or eyestrain

Not Applicable

Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight

Not Applicable

Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C

Not Applicable

Confined Spaces - areas where only one egress (escape route) exists

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Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Not Applicable	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Not Applicable
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Not Applicable	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Not Applicable

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