

POSITION DESCRIPTION

Illawarra Hospital Group (IHG) Consumer Feedback Manager

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Nurse Manager Grade 2/Midwife Manager Grade 2
State Award	Public Health System Nurses and Midwives (State) Award
Reporting to	General Manager, Illawarra Hospitals Group
Does this role manage or supervise others?	Yes
Vaccination Category	B
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

The IHG Consumer Feedback Manager will manage the coordination of consumer feedback within the Illawarra Hospital Group (IHG), ensuring compliance with systems that support consumer related complaints, consumer feedback inclusive of compliments, and concerns related to legislative obligations in relation to privacy. Ensuring the timeliness, accuracy, consistency and quality of all responses and deadlines are met.

The Consumer Feedback Manager provides support to the General Manager and the IHG Executive Team for managing sensitive and contentious matters, and for preparing correspondence for the Office of the General Manager.

The Consumer Feedback Manager provides direct line management to the IHG Consumer Feedback Manager.

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

- Coordinate, and collaborate with the IHG Executive Team, Heads of Services and Clinical Leads in the investigation and management of complaints, whether local, ministerial or HCCC to ensure appropriate and timely advice.
- Facilitate the complaints resolution process 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
- Maintain professional communication with patients, their families and others where relevant in relation to complaints management and any associated investigations.
- Receive verbal compliments and complaints through the IHG Consumer complaints and Compliments portal from patients, family members or members of the broader community and respond appropriately and respectfully with a person-centered approach

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- Apply high-level problem-solving skills and consult with the IHG Executive for the management of contentious issues
- Develop and maintain robust processes to ensure identified recommendations arising from complaints are monitored and implemented
- Monitor the administration of complaints across the IHG, IMS+ and liaise with hospitals, services, and divisions to ensure that all complaints are appropriately triaged using the incident management Harm Score
- Prepare and manage correspondence in response to complaint or privacy related matters to ensure the IHG GM and Executive is well informed, and issues are appropriately escalated
- Provide information, advice and clinical consultation on consumer feedback and privacy issues to clinical staff and managers.
- Collaborate with Consumer Feedback Managers across the LHD in response to complaint and compliment data and themes identified, informing stakeholder educational requirements across the LHD
- Prepare reports on key performance indicators related to consumer feedback/ complaints/compliments for the IHG safety and quality committees.
- Participate in quality and safety forums and committees as directed.
- Support accreditation events in relation to standards relevant to the Consumer Feedback/engagement and Privacy Management 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
- Direct line management of the IHG Consumer Feedback Officer.

KEY CHALLENGES

- Assessing the level of risk including reputational risk for concerns raised from complaints and consumer feedback, and privacy matters and determine appropriate actions, in conjunction with the IHG GM, Hospitals, Services and Divisions and where appropriate the ISLHD Clinical Governance Unit and/or People and Culture Unit.
- Provide educational support for managers across the IHG in managing privacy issues, clinical complaints, compliments and communication strategies related to consumer feedback.
- Ensuring quality in the preparation and coordination of briefs and correspondence according to MoH and ISLHD policy and procedures.
- Managing elevated difficult situations/complainants.
- Exposure to complex and at times sensitive clinical information involving patient care outcomes and/or experiences.
- Dealing with distressed patients and/or family members and distressing situations/clinical issues.

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KEY RELATIONSHIPS

Who	Why
IHG General Manager	Direct Reporting Line. Collaborative approach to ensure consistency to consumer feedback. Coordination of consumer feedback.
IHG Consumer Feedback Officer	The IHG Consumer Feedback Officer reports directly to this position.
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.
Ministerial and Executive Correspondence Services, Clinical Governance Unit	Establish 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

1. Recognised qualification in a health discipline and / or equivalent experience with demonstrated recent experience in working with clinical staff and senior management within a complex health care setting.
2. Comprehensive knowledge of the NSW MOH Complaints, Incident Management, Open Disclosure Policies and the Privacy Manual and demonstrated understanding of the NSW Health System.
3. Demonstrated well developed written communication skills with experience in the complaints management responses, preparation of reports, briefs and executive correspondence.
4. Demonstrated effectiveness in consultation processes, including high level negotiation, facilitation and conflict resolution skills and the ability to confidentially handle contentious, controversial and emotive issues with internal and external stakeholders.
5. Demonstrated experience in managing staff with the ability to train, develop, motivate and coordinate other team members.
6. Strong customer service focus including the ability to promote the benefits of effective communication
7. Demonstrated organisational skills and ability to set priorities, meet strict deadlines in a high volume, complex work environment and operate without supervision and work independently
8. Demonstrated high-level information 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).

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Job Demands for: ISLHD - Consumer Feedback Manager

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Infrequent	Sitting - remaining in a seated position to perform tasks Frequent
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 Frequent
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Occasional	Kneeling - remaining in a kneeling posture to perform tasks Not Applicable
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks Occasional	Leg/Foot Movement - use of leg and/or foot to operate machinery Occasional

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</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>Not Applicable</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>Not Applicable</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>Occasional</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>Frequent</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)

Frequent

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

Frequent

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

Frequent

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

Frequent

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

Frequent

Psychosocial Demands

Distressed People - e.g. emergency or grief situations

Infrequent

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

Infrequent

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

Not Applicable

Restraining - involvement in physical containment of patients/clients

Not Applicable

Exposure to Distressing Situations - e.g.

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child abuse, viewing dead/mutilated bodies

Not Applicable

Environmental Demands

Dust - exposure to atmospheric dust

Occasional

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

Occasional

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

Frequent

Inadequate Lighting - risk of trips, falls or eyestrain

Occasional

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

Occasional

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

Occasional

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Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Occasional	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Occasional
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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