



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

**JOB DETAILS:**

<b>Job Title</b>	Claims Officer
<b>Pay Band</b>	Band 5
<b>Hours of Work and Nature of Contract</b>	To be completed on recruitment
<b>Division/Directorate</b>	Patient Care & Safety
<b>Department</b>	Concerns Team
<b>Base</b>	Ynysmeurig House

**ORGANISATIONAL ARRANGEMENTS:**

<b>Managerially Accountable to:</b>	Senior Manager for Investigations & Quality Improvement
<b>Reports to: Name Line Manager</b>	Claims Investigation Officer
<b>Professionally Responsible to:</b>	Team Manager – Claims

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

*We listen, learn and improve  
We treat everyone with respect  
We all work together as one team*

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

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**Job Summary/Job Purpose:**

The post holder will use their own initiative and work within clearly defined policies and procedures.

Assist in ensuring that the Health Board is fully compliant with the Civil Procedure Rules, Putting Things Right (Guidance on Dealing with Concerns about the NHS from 1 April 2011) and regulations and legislation governing inquests and ensuring learning is identified across the organisation.

The post holder will support the day to day management of Claims (Clinical Negligence & Personal Injury), Redress & Inquests within the University Health Board.

**DUTIES/RESPONSIBILITIES:**

The post holder will take responsibility, with minimal supervision, for a caseload that will include the day to management of Redress, Clinical Negligence and Personal Injury Claims.

The main duties will include:

- Assist with implementation of the wider Governance and Quality Strategy.
- Contribute to the development and implementation of mechanisms that enable lessons learned to be identified and inform improvements to care and service delivery.
- Directly manage the Claims Support Officer and the Senior Administrative Officer ensuring full execution of all management duties including:
  - Staff appraisals.
  - Sickness & Absence monitoring.
  - Compliance with Statutory & Mandatory Training.
  - Supervision of staff.
- Escalate any areas of concern to the Team Manager for Claims at the earliest opportunity.
- To ensure individual compliance with all relevant procedures and requirements.
- Provide supervised cover for colleagues in cases of absences such annual leave or sickness.
- Manage individual cases in accordance with applicable policies and procedures within defined authorities. This will involve determining the resolution strategy for concluding the case.
- Be responsible for the organisation and prioritisation of own caseload.
- To judge when any aspect of individual cases or activities requires escalation to the Team Manager for Claims or Senior Manager for Investigations & Quality Improvement.
- Support the preparation and ensure the disclosure of information for cases within the remit of the Post Holder, within the agreed timescales.
- Attend meetings in relation to caseload on behalf of Cwm Taf Morgannwg University Health Board where appropriate.
- Assist in the identification of appropriate witness for cases being managed within the Team.
- Prepare advice at regular intervals updating the Team Manager for Claims on progress with cases within the remit of the post holder.
- Communicate with all levels of the Organisation, external agencies and patients/representatives providing advice on Claims, Redress and Inquests in a professional

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and sensitive manner.

- Sensitively and professionally interview individuals and teams as part of investigations of Claims, Redress or Inquest cases, encouraging candour and securing extensive retrieval and collection of information.
- Plan and undertake any meetings that may be necessary in relation to the management of the post holder's caseload. This will include arranging venue, co-ordinating attendees and arranging how the relevant information will be communicated and how the meeting will be structured.
- Ensure that Staff who are involved with cases being handled by the Team are kept fully informed of the progress and outcome.
- Provide advice, support and reassurance to Staff across the UHB as appropriate in relation to the matters that are within the remit of the post holder.
- Maintain good relationships with a range of professionals, i.e. members of the Claims, Complaints and Patient Safety Teams, Healthcare Professionals, Coroner's Officers and NWSSP Legal & Risk Services.
- Manage individual Claims and Redress cases in accordance with delegated financial authorities, ensuring timely reimbursements are sought from the Welsh Risk Pool, when appropriate and avoiding financial penalties.
- Ensure relevant authorities are obtained in relation to admissions and settlement of claims/redress in accordance with local policies.
- Analyse trends in relation to individual cases and highlight to the Team Manager for Claims to inform themed reviews of safety issues.
- Support the provision of expert advice to the organisation to ensure that learning from cases makes a positive difference to patient safety.
- Identify opportunities for learning and ensure appropriate dissemination of various information across the Health Board, including information from partners and external sources.
- Assist in ensuring theme from Claims Redress and Inquests are used to inform improvement initiatives, audit and training priorities within the UHB.
- Ensure that information for individual cases is entered on Datix in an accurate and timely manner.
- Manage and maintain accurate records, both paper and electronic filing systems, ensuring safe and secure storage of information; complying with policies and procedures.
- Keep up to date with UHB Datix requirements for Claims, Redress & Inquests.
- Demonstrate knowledge of research & development in the field of Claims, Redress and Inquests and how this can be applied within the Organisation.
- Review Medical Records and ensure disclosure is in line with GDPR and Access to Health Records Act.
- Assist in maintaining the security and integrity of highly sensitive information using agreed methods and procedures.
- Support staff at all levels by providing advice in relation processes when reviewing or investigating cases.
- Provide Training on Inquests & Redress to all disciplines of staff.
- Support the production of monthly lessons learned for organisational wide learning.
- Demonstrate an understanding of Claims, Redress & Inquest Management.
- Keep up to date with developments in Claims Management, Putting Things Right, Inquests and

Patient Safety.

- Take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.

## **PERSON SPECIFICATION**

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Educated to degree level or equivalent in law (CILEX Qualifications), or equivalent claims management, redress and inquest experience.</p> <p>Knowledge of :</p> <ul style="list-style-type: none"> <li>- Civil Procedures Rules.</li> <li>- Coronial Regulations.</li> <li>- NHS Redress Regulations.</li> </ul>	<p>Understanding of the Health Service.</p> <p>Root Cause Analysis Investigative processes.</p>	<p>Application Form Pre-employment checks Interview References</p>
<b>Experience</b>	<p>Experience of working in Clinical Negligence / Personal Injury / Redress / Inquest.</p> <p>Experience of working in a busy environment, working to tight timescales and deadlines.</p>	<p>Experience of working in Health Service.</p> <p>Delivery of educational and training programmes to all levels of staff.</p>	<p>Application Form Interview References</p>
<b>Aptitude and Abilities</b>	<p>Standard keyboard skills.</p> <p>Investigative and inquisitive enquiry skills.</p> <p>Interpersonal skills with an ability to communicate sensitive issues to clinical staff, patients and members of the public.</p> <p>Ability to negotiate and deliver exceptional results through others (both within and particularly outside of own team).</p> <p>Demonstrable evidence of facilitating meetings with staff to determine the plan of action and identify the risks.</p> <p>Ability to analyse sensitive information and draw out conclusions.</p>	<p>Document drafting – Use of Microsoft email, Word and PowerPoint.</p> <p>Knowledge of Courts and Litigation process.</p> <p>Analytical ability.</p>	<p>Interview References</p>

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	Excellent communication skills, written and verbal.		
<b>Values</b>	<p>Excellent interpersonal skills.</p> <p>Patient Focussed.</p> <p>Team worker.</p> <p>Conscientious.</p> <p>Compassionate.</p> <p>Good Time Management.</p>	Friendly and flexible approach to work.	Application Form Interview References
<b>Other</b>	<p>Ability to travel within geographical area within timely manner.</p> <p>Able to work hours flexibly.</p> <p>Willing to undertake professional development.</p>	Ability to speak Welsh.	Application Form Interview References

## **GENERAL REQUIREMENTS**

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider

of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have indirect contact with patients/service users in the course of your normal duties. The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Directorate Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Divisional Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Date Job Description compiled: \_\_\_\_\_

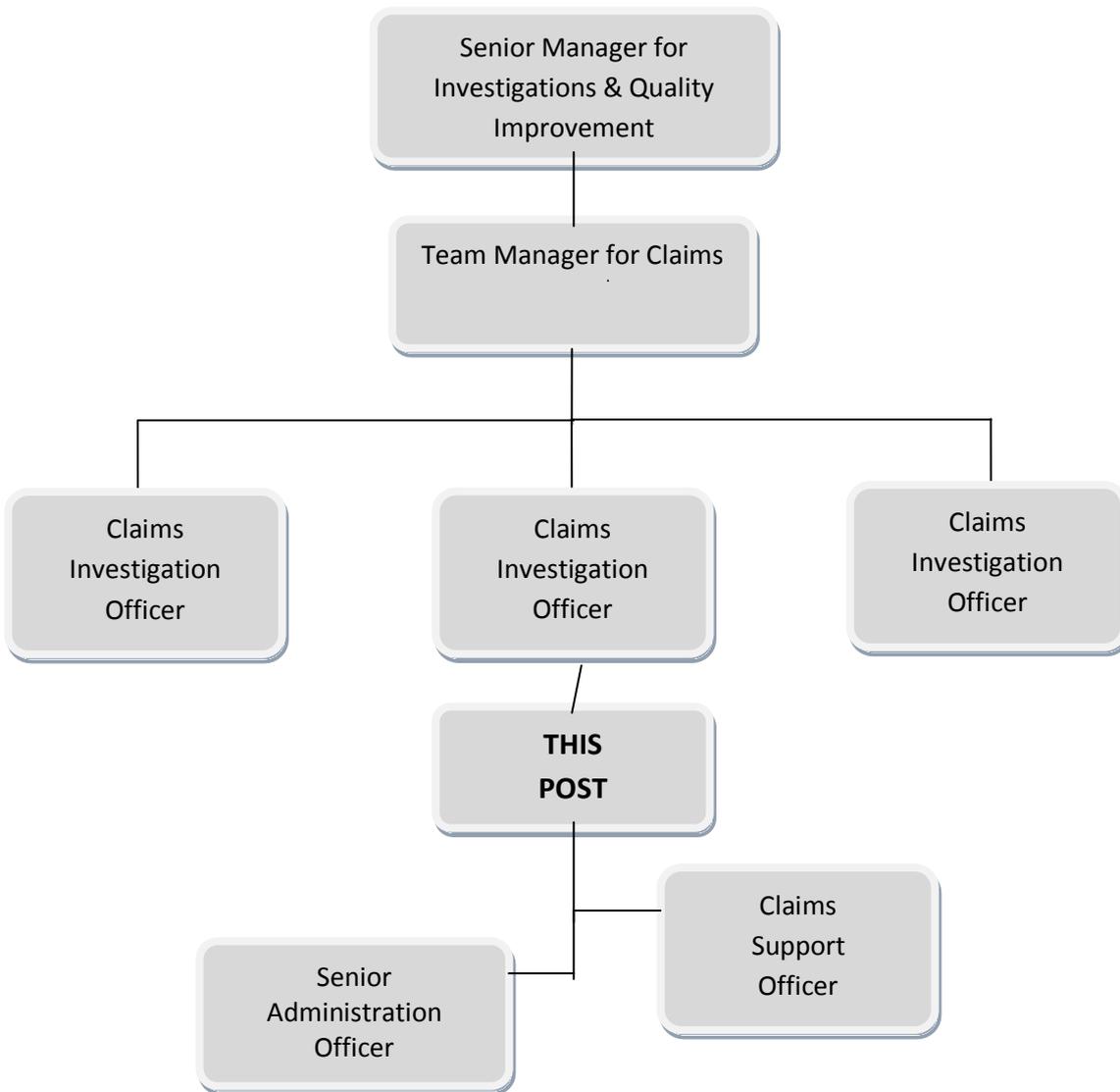
Date for Review: \_\_\_\_\_

Job Title: Claims Officer

**Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



**Job Title: Claims Officer**

**Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** Walking /driving to work is not included'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Will be required to sit at a work station for long periods on a daily basis e.g. when reviewing information relating to caseload.	<b>Daily</b>	<b>Most of the day</b>	
Travel between UHB sites in a timely manner for meetings will be required on a regular basis.	<b>Weekly</b>	<b>Up to 1 hour</b>	
May be required to travel further afield e.g. attendance at National Events.	<b>Occasional</b>	<b>Varies</b>	

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## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration will be required for long periods of time. This will include analysing information relating to the caseload, typing reports and training.	Daily	Variable	
Delivery of training or teaching to staff.	Occasionally	Variable	

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

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Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Will be exposed to sensitive and distressing information as part of management of caseload.	Frequently	Variable	

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Will work within an office environment and will be expected to use a VDU almost continuously.	Daily	Most of the day	