

Job Description

Job Title	Dispute Resolution Nurse
Corporate Function	Nursing and Care
Band	6
Responsible to	Head of AACC service(s)
Accountable to	Associate Director of Quality and Improvement
Budgetary responsibility	None
Manages	None
Direct reports	None
Indirect reports	None

Purpose and remit

Cheshire and Merseyside ICB is a highly complex organisation serving a population of over 2.5 million people across nine Places (Boroughs including local Authorities), 17 NHS Provider organisations, 51 PCNs plus North West Ambulance service as well as third sector and voluntary organisations. Cheshire and Merseyside is the third largest ICS in the country, and in regard to scope of organisations the ICS is double the size of the next largest ICS.

From a demographic perspective, there are some real challenges within Cheshire and Merseyside. 33% of the population of Cheshire and Merseyside live in the most deprived 20% of neighbourhoods in England. In addition, the population overall suffers from some of the poorest health outcomes in England.

Key responsibilities

This will be varied and will adapt over time as both the ICB/S develops. However, the postholder is expected to fulfil the following key functions: -

- Play a key role in delivering the All Age Continuing Care Service, ensuring an effective, person-focused and competent level of service.
- Work within the remit of the National Framework for All Age Continuing Healthcare and Previously Unassessed Periods of Care (PUPoC) Guidance.
- Work as part of the Retrospective Review and Dispute Resolution Team and will be responsible for providing clinical expertise on reviewing previously assessed periods of care in accordance with Service operational procedures this will include:
 - Scrutiny of appropriate evidence used to make an eligibility decision and provided by claimant.
 - Completion of Local Resolution Report, Needs Portrayal, Checklist and Decision Support Tool documents where appropriate.

- Leading meetings with individuals or their representatives.
- Leading MDT meetings with Local Authority colleagues.
- Conducting quality assurance decisions and tasks.
- Liaison with key stakeholders including the Local Authority / Finance Department / Solicitors / Claims Companies.
- Be responsible for effective communication with a range of individuals and will need to use tact, diplomacy and conflict management skills to inform and advise.
- Evaluate local resolution and retrospective review requests to ensure that the NHS All Age Continuing Healthcare processes has been adhered to and identify the responsible commissioner prior to commencing any review process.
- Produce comprehensive reports identifying a patients journey throughout the period of review.
- Have a good understanding of All Age Continuing Healthcare and high-level communication skills to chair local resolution meetings with claimants and their representatives.
- Provide support to families/representatives to improve their experiences.

Key working relationships

The post holder will have regular contact with a wide range of staff at all levels within the ICB/S, with senior and other representatives of local stakeholders, as well as with patients and their representatives. Some of the key direct relationships include:

- Cheshire and Merseyside ICB/S executive teams
- Cheshire and Merseyside ICB leadership teams
- Chief Information Officers / Digital Leads
- Clinical Leaders
- Colleagues within NHSE/I
- Senior leaders across Cheshire and Merseyside, NHS, local authorities and other third sector organisations

Main duties and responsibilities

- Use clinical judgment to analyse, review and prepare retrospective / dispute cases regarding eligibility for NHS All Age Continuing Healthcare funding.
- Produce accurate and contemporaneous reports.
- Assist the patient, carer and/or their representative to understand All Age Continuing Healthcare policy and procedures giving explanations in understandable language demonstrating and empathetic and sensitive approach.
- Ensure the effective communication of all aspects of the process, dealing with the exchange of correspondence with legal representatives, advocates and when necessary Parliamentary Health Ombudsman.
- Liaise as appropriate with the patient, carer and/or their representative throughout the local resolution / retrospective review process, ensuring, where possible, their involvement at each stage of the process.

- Be involved in the management of highly complex, contentious, and sensitive cases which may be distressing in nature for families and requiring de-escalating skills being utilised.
- Chair and present individual cases within the local resolution process.
- Attend, when appropriate, Independent Review Panels and related meetings appropriate to the role and as agreed by the line manager.
- Ensure that the patient, carer and/or their representative are involved and informed of the recommended outcome of the review and to communicate clearly the next stages required if relevant.
- Support in identifying areas for service improvement and policy development within the sphere of the local process and related areas of All Age Continuing Healthcare.
- Be responsible for own workload in maintaining high standards and professionalism throughout.
- Feedback learning and work closely with others to support staff so that they can fulfil their roles effectively.
- Liaise with the Finance Department regarding retrospective review overturns, providing proof of overturn and consent. Respond to queries as required.
- Assist the All Age Continuing Healthcare Team with resolution of complaints and disputes
- Raising issues of concern through the Senior Management Team where necessary.
- Mentoring and supervision of All Age Continuing Healthcare Associate Practitioners and Practitioners where appropriate.
- Line manage staff as requested, ensuring HR policies are followed.
- Contribute to performance improvement within the team ensuring that services are delivered to a high standard.
- Work with members of the team to investigate the causes of any variance from target/plan and proactively contribute to the implementation of solutions.
- Actively supporting the All Age Healthcare team in working towards goals and objectives.
- Communicate information, risks, issues, and dependencies, including briefings and reports.
- Maintain professional registration and up-to date knowledge of legislation.
- Provide relevant and timely specialist advice and guidance on functional and information matters relating to the service.
- Deliver against objectives, achieving quality outcomes, prioritising own workload, and working to tight deadlines.
- Audit of the retrospective review service collating and providing data as required.
- Foster transparency and a person-centred approach with patients, families, and representatives.

- Ensure the principles and duties of safeguarding are holistically, consistently, and contentiously applied.
- Contribute to maintenance and monitoring of service standards around quality.
- Ensure their mandatory training is up to date and expected to adhere and complete the NHS All Age Continuing Healthcare competency framework on an annual basis.

The main duties and responsibilities described above are not exhaustive and the post holder can expect to take on other responsibilities or specific tasks as required.

Further, over time it is likely the remit and requirements of the role will evolve and the post holder will be expected to adjust their working approach and style to accommodate these. As a new post within the organisation, to reflect the above, it is expected that this job description would be reviewed regularly, by agreement.

Person specification

Experience	<ul style="list-style-type: none"> • Knowledge of NHS All Age Continuing Healthcare National Framework and associated processes. • Good understanding of the CHC Retrospective Review and Appeal processes. • Ability to analyse very complex cases where material is conflicting and drawn from multiple sources. • Conversant with national and local policy and guidance on All Age Continuing Healthcare and NHS Funded Care for adults. • Data protection legislation. • Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making. • Evidence of working on Retrospective Review / Local Resolution cases. • Attending and participating in Local Resolution Meetings.
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent level of qualification or experience in working at a similar level in a specialist area. • Nursing qualification and professional registration. • Evidence continued professional development.
Skills	<ul style="list-style-type: none"> • Manages self and own workload, delivering outcomes in a timely and efficient manner. • Track record in clinical quality & performance activities. • Demonstrable ability to manage own workload effectively and make informed decisions working to tight and often changing timescales. • Involvement in operational processes and evidence of using problem solving and forward thinking approach • Determination, perseverance, and resilience. • Able to work professionally when under pressure in a calm and efficient manner. • Dependable and reliable. • Articulate, verbally and in writing. • Responsible, self-motivated and committed. • Flexible and approachable • IT Skills, ability to use Microsoft Office programmes (Word, Outlook) • Accurate data entry and text processing skill

Effort, skills and working conditions

Physical skills	<ul style="list-style-type: none"> • Standard keyboard skills
Physical effort	<ul style="list-style-type: none"> • Light physical effort for short periods/ Frequent light effort for several short periods/ Frequent moderate effort for several short periods
Mental effort	<ul style="list-style-type: none"> • Frequent concentration with an unpredictable work pattern

Emotional effort	<ul style="list-style-type: none"> • Frequent distressing or emotional circumstances
Working condition	<ul style="list-style-type: none"> • Occasional unpleasant conditions

Supplementary Duties & Responsibilities

Generic Clauses for all Job Descriptions

- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the ICB performance and development review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the ICB.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all ICB policies and procedures.
- The post holder shall as necessary provide cover for and undertake duties of absent colleagues.

Information Governance, Data Protection & Confidentiality

All staff are expected to:

- Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott
- Be aware that breaches of ICB Information Governance procedures and codes of conduct could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal
- Comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990
- Ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 2018 and the principles of Caldicott and
- Ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000 Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the ICB and others in meeting statutory regulations.

- To comply with safety instructions and ICB policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.

- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Risk Management

You are required to contribute to the control of risk and use the incident reporting system to alert the ICB of incidents or near misses that may compromise the quality of services.

Infection Control

All staff have a duty to comply with policies and guidelines in relation to Infection Prevention and Control. You have a duty to ensure that you minimise the risk of infection and infectious diseases. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines and challenging inappropriate infection control and hygiene practice.

Equality & Diversity

The ICB is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As an ICB we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the ICB is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the ICB's Equality and Diversity Policy and the commitments and responsibilities the ICB has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Safeguarding Children and Adults

The ICB has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All staff must ensure they adhere to the ICBs safeguarding children and adults policy and comply with the Local Safeguarding Children and Adult Board procedures. They must be mindful of their responsibility to safeguard children and adults in any activity performed on behalf of the ICB in line with the requirements of statutory guidance and legislation. Staff must keep up to date with safeguarding knowledge and skills by undertaking mandatory safeguarding training as specified in the ICB

safeguarding policies, which includes understanding and recognising the signs of abuse and knowing how to raise concerns when those signs of abuse are noticed in a person.

Codes of Conduct and Accountability

You are required to comply with codes of conduct and accountability and any relevant codes of conduct dependent on profession (e.g. N&M/NHS Managers/Allied Health Profession etc).

External Interests

Each member of the ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Sustainability

All employees will help deliver sustainability as outlined within NHS Cheshire and Merseyside's Green Plan to help the NHS achieve its net zero goals:

- For the emissions we control directly (the NHS Carbon Footprint), we will reach net zero by 2040, with an ambition to reach an 80% reduction by 2028 to 2032
- For the emissions we can influence (our NHS Carbon Footprint Plus), we will reach net zero by 2045, with an ambition to reach an 80% reduction by 2036 to 2039.

All employees are expected to undertake the following:

- Engages in sustainable practices while in the workplace - accepts and follows the Sustainability Policy and Procedures - the employee should try to reduce the environmental impact of their work
- Involvement in improving the directorate's/ office's/ ward's sustainability - seeks methods to make departmental functions more sustainable and takes an active role to initiate change in this direction
- Partakes in sustainability training
- Seeks ways to reduce waste, water, paper, and energy usage