

Job Description

Job Title:	Experience and Involvement Officer
Division:	Care Quality and Safety Division
Grade:	Administrative Officer / Pay Band 7
Responsible to:	Experience and Involvement Lead

Overview

Manx Care provides health and social care services to people of the Isle of Man across the six following Divisions:

Scheduled Care	Patient Transfers and Tertiary Care
Unscheduled Care	Integrated Mental Health Services and Social Care Services
Integrated Women's Children and Families	
Integrated Primary, Community and Therapies	

Care

In Manx Care we pride ourselves on being Committed and passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Overview

The Experience and Involvement Team strives to develop a culture which encourages and supports effective joint working and therapeutic relationships between people of all ages that use Manx Care services along with their carers and families. The culture will support tailored care to meet the individuals' needs, circumstances and preferences of those using our services. We need to provide information to services users, carers and families in a way that they can use it to make truly informed decisions about their care. We will aim to communicate effectively, foster mutual respect and develop effective therapeutic relationships, ensuring that those using our services are involved in all decisions about them as far as practically possible.

Job Purpose

The post holder will liaise with and support all members of the Care, Quality & Safety Team in the initiation, planning, implementation, and evaluation of experience and involvement functions across Manx Care

Duties and Responsibilities

Working collaboratively with the Experience and Involvement Team, Matrons, Senior Sisters, Heads of Departments and Teams across Manx Care, HS and Third sector partners to promote methods of engaging in the documentation of Experience and Involvement

- Provide support to the MCALS Team in handling telephone enquiries and signposting

- emails and enquiries from members of the public.
- Provide support to the MCALS Team and Experience and Involvement Lead in providing face to face support at various community hubs across the island.
- Attending various engagement events to promote MCALS, Manx Care Friends and Family Survey and other methods of feedback to support in the delivery of data to assist Manx Care in shaping services for the future.
- Helping to promote aspects of Care, Quality and Safety of care throughout Manx Care.
- Proactive monitoring and data recording throughout Manx Care by use of the Manx Care Friends and Family Feedback survey and data analysis.
- Accurate inputting of paper surveys and scanning of surveys.
- Arranging Quality and Safety Walks for both clinical and non-clinical areas of Manx Care.
- Ensuring action plans from Quality and Safety Walks and reports are completed and forwarded to the Senior Sister or Team Manager of both clinical and non-clinical areas in a timely fashion.
- Ensuring Action Plans following Quality and Safety Walks are complete and forwarded to the Divisional Leads for Governance Meetings.
- Provide statistical analysis of data easy to display across Manx Care settings for team and public viewing.
- Entering Comments and Compliments onto Datix.
- Delivery of Experience and Involvement Presentation to HCA's as part of their induction training.
- Supporting the Experience and Involvement Lead with the development and coordination of In Your Shoes Listening Events across Manx Care and the reporting and analysing of data to support improvement in services.
- Administratively supporting the Experience and Involvement Lead in the delivery of support to various Experts by Experience Groups to assist in the co-design of services across Manx Care.
- Providing administrative support to the Experience and Involvement Lead in the recruitment of Manx Care Public Representatives and acting as a liaison point for enquiries regarding attendance, location and timing of forums and meetings

Confidentiality

All staff are expected to respect confidentiality of all matters they may learn relating to their employment, other members of staff, patients and to the general public. All staff are expected to adhere to GDPR and Subject Access Request (SAR) legislation and understand and have full regard for the Caldicott Principles.

Health & Safety

Ensure that a safe working environment is maintained at all times, and be proactive in reporting any identified Health & Safety issues.

Training & Development

Complete all required Mandatory Training. Identify own training and personal development needs in partnership with the Line Manager and in conjunction with the Performance and Development Review Scheme.

Competencies

All Manx Care staff are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Experience and Engagement Lead.

The Experience and Engagement Lead, as Line Manager, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme. Project Support Officer.

The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder
- Review and assessment of the job holder's performance and competency / behaviours is made
- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The post holder shares with the employer the responsibility for suggesting alterations to the scope of duties to improve effectiveness and efficiency. This role description will be reviewed as necessary to reflect future requirements of the role.

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. It is the duty of every employee to take reasonable care for the health and safety of themselves and others including the use of necessary devices and protective clothing and to cooperate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Disciplinary and Appeals Procedure

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

Care Values Level 2

Competency Levels For This Post Are:

Leading and Working Together	Level B
Communicating and Influencing	Level A
Achieving Results	Level B
Delivering a Quality Service	Level B
Changing and Learning	Level A
Showing Commitment and Resilience	Level B

Person Specification

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Grade	Administrative Officer / Pay Band 7

Attributes	Essential or Desirable	Method of Assessment
Credibility <ul style="list-style-type: none"> • 5 GCSEs including English language or equivalent. • Passionate about delivering excellent quality customer service. • Relevant experience working in a customer service or ward based environment. • Excellent working knowledge of Microsoft Office applications, including Word, PowerPoint and Excel. 	D E E D	CV CV/Interview CV/Interview CV/Interview
Capability <ul style="list-style-type: none"> • Ability to communicate clearly and concisely with people at all levels, with tact and confidence. • Strong interpersonal/communication skills both verbal and written. • Knowledge of confidentiality, security awareness and GDPR. • The ability to work accurately and with attention to details. • Good working knowledge of excel and reporting and extracting of data. 	E E E E E	CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview
Character <ul style="list-style-type: none"> • Ability to listen and work with compassion. • Resilient and balanced approach in handling highly sensitive issues. • Able to work independently or as part of a team. • Capable of handling conflicting demands. 	E E E E	CV/Interview CV/Interview CV/Interview CV/Interview
CARE <ul style="list-style-type: none"> • Committed to uphold CARE values and organisational strategic vision. • Enthusiasm and efficiency within the team and beyond. • Manage time effectively ensuring information is accessible to the team. 	E E E	Interview Interview CV/Interview
Circumstances and Interests <ul style="list-style-type: none"> • Isle of Man Work. • Satisfactory Police Check. • Full, Valid Driving Licence and access to own vehicle. 	D E E	Application Pre-employment checks