

Job description

Job title:	Claims Intervention Manager
Pay band:	AfC 7
Hours:	37.5
Accountable to:	Claims Intervention Team Leader
Location:	London or Leeds

Purpose

The post holder is expected to fully understand, embrace and uphold NHS Resolution's Purpose and Values:

"To provide expertise to the NHS on resolving concerns fairly, share learning for improvement and preserve resources for patient care."

Values

Professional

Being an organisation which operates to the highest possible professional standards.

Expert

Being the centre of expertise for resolving claims, disputes and concerns about performance.

Ethical

Having high standards and doing the right thing.

Respectful

Dealing with customers, colleagues, patients and the public in a considerate and respectful way.

Key working relationships

Internal

- All NHS Resolution staff

External

- NHS Bodies
- Panel firms
- Arms' Length Bodies
- Other external stakeholders

Claims Service

NHS Resolution formerly known as the NHS Litigation Authority (NHS LA) is a special health authority that operates a number of indemnity schemes, on behalf of the Secretary of State for Health and Social Care, primarily for the handling of liability claims against English NHS Trusts and other commissioners and/or providers of NHS care.

The claims teams manage clinical negligence claims under the Clinical Negligence Scheme for Trusts "CNST" and other residual liabilities emanating from former PCTs and Strategic Health Authorities which transferred to the Secretary of State. Non-Clinical claims are managed under the Liability for Third Party Scheme "LTPS" and Property Expenses Scheme "PES" and other residual liabilities emanating from former PCTs and Strategic Health Authorities which transferred to the Secretary of State.

The Strategic Intervention Team falls under the Claims Strategy function

The team are looking at how to inspire and cultivate change within the organisation through the furtherance of our business strategy and overall objectives. This includes considering the following areas:

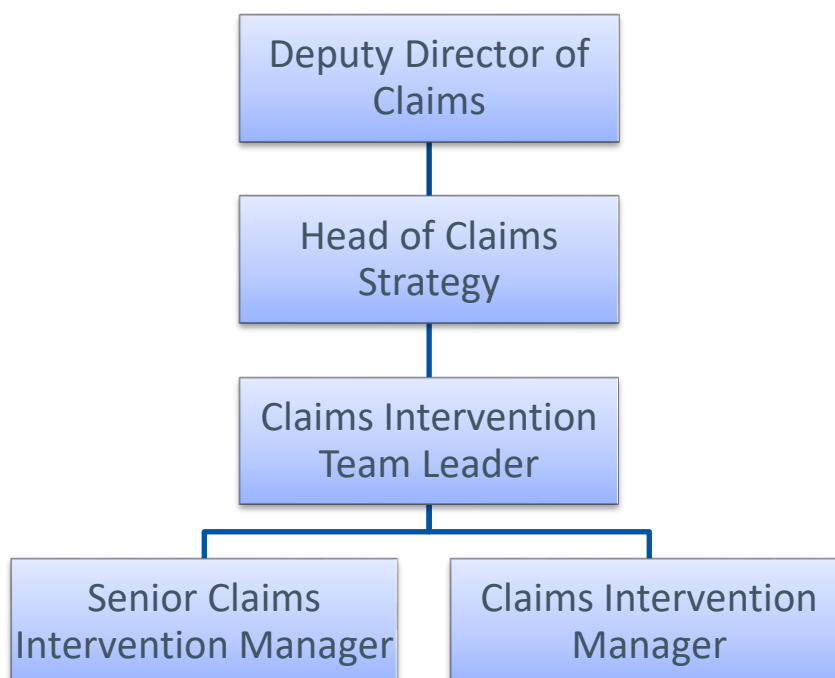
- Working collaboratively with Claimant Solicitors to seek early resolution of claims.
- Continually learning about specific Claimant behaviour to see where we can make strategic changes and influence the Claims market.
- Providing Claims Managers with the assistance and tools to consider new ways of working, inviting suggestions and opportunities to further discussion.
- Looking to test and pilot new schemes, ways of working and evaluating successes.
- Piloting new schemes and initiatives and working with the Continuous Improvement Team to implement these changes across the Organisation.

Job summary

The Claims Intervention Manager contributes to researching, planning, and implementing new protocols, processes and ways of working into the Claims management function to identify risk, engineer processes where required and support activity to minimise leakages.

The Claims Intervention Manager is a claims technician proficient in managing varying complexities of clinical negligence and non-clinical personal injury compensation claims. The post holder will be expected to work closely with the team leader, other members of the team, the mainstream claims teams and Technical Claims unit to achieve and maintain the highest possible standard of claims settlement and claims cost containment.

Organisation chart



Main duties and responsibilities

Communicates effectively

- Engage with internal and external stakeholders in developing an environment and culture which is focused on improving services to service users.
- Work collaboratively with claims teams to cultivate change, encouraging effective team working.
- Constructively challenge the current claims management protocols, processes and practices in order to develop robust plans for service improvement.
- Act as a catalyst for change, ensuring that solutions and outcomes are based upon recognised best practice and innovation.
- Identify and explore opportunities for improvements that maximise the involvement of all staff and services across the Organisation.
- Communicate effectively with internal and external stakeholders demonstrating excellent negotiation and persuasive skills.
- Communicate complex, sensitive and contentious information through formal reports, presentations and meetings both internal and external to the organisation.
- Identify areas of poor performance and work in partnership with managerial and training teams to disseminate good practice
- Reporting to the Chief Executive and Technical Claims Unit when required and or necessary.
- Liaising with other organisations, seeking contributions and recoveries as and when appropriate.
- Providing advice and recommendations to member Trusts regarding liability issues, quantum, and risk management issues, indemnity and coverage issues.
- Obtaining appropriate authority from Members for admissions and settlements.
- Instructing appropriate medical experts when necessary - to assist in the Breach of Duty, Causation and Quantum investigations.
- Liaising with the Communications Team on press releases and advising on letters of apology.
- Attending conferences with Counsel, medical experts and clinicians; Trials; and settlement meetings.
- Effective and direct communication with Litigants in Person, ensuring sensitive responses and communication of issues including complex legal principles to the layperson.
- Ensuring professional and direct communication with Claimant Solicitors.
- Ensuring provision of highly specialised clinical technical services, rehabilitation and other areas where appropriate and required.
- Reporting Group Actions, and Serial Offenders in line with NHSR Claims procedures.
- Awareness of clinical practices giving rise to claims on a regular basis and following the appropriate claims procedures.

Service Improvement

- Work across the claims management function and its supply chains to conduct reviews of claims controls, identify risk, engineer processes where required and support activity to minimise leakage.
- Innovate and test change in the claims management process.
- Identify more efficient and effective claims management techniques.
- Identify and target behaviours that might impede effective claims management and to propose and test possible solutions.
- Contribute to change implementation by working closely with the Service Improvement team.
- Identify and explore operational process and activity within the claims management function which is sub-optimal.
- Identify innovation opportunities to deliver greater efficiency and effectiveness.
- Ensure service improvement changes are integrated into work practices and improvements are maintained, thus becoming 'business as usual'.

Analytical and judgmental skills

- Investigating issues of Breach of Duty and Causation, Quantum, assessing and maintaining adequate reserves, negotiating settlement of damages and costs in non-complex and complex claims.
- Assessing adequate reserves for damages, claimant costs, defence costs, prospects of success and anticipated financial year of settlement in accordance with NHS Resolution's obligations under the Financial Reporting Standard.
- Upon receipt of a case or claim, assessing scheme coverage and indemnity.
- Undertaking Breach of Duty and Causation investigations as necessary, with reference to relevant Case law and Statute.
- Considering all medical evidence in individual cases as part of Breach of Duty, Causation and Quantum investigations.
- Identifying risk management Issues in cases, assisting and advising Members & Beneficiaries in risk prevention.

Planning and Organising Skills

- Handling a personal caseload proactively to achieve early efficient, fair and cost effective settlement.
- Effective management of caseload up to an individual case value and higher value under supervision.
- Assisting Business Plan targets achievement through Key Performance Indicators.
- Participating in year-end audits and Panel Solicitor audits as and when required.
- Drafting Letters of Responses, admissions, settlement proposals, including Part 36 offers and Infant Court Settlements; Consent Orders and other Court Orders.
- Managing all forms of Alternative Dispute Resolution (ADR), including mediation in accordance with NHS Resolution's procedures.
- Assisting in projects as and when required and or necessary.

- To manage personal caseload and assist with management of team caseload within:
 - The terms of the relevant scheme.
 - NHS Resolution's internal time limits,
 - The spirit of the Pre-action protocol
 - The Civil Procedure Rules.

Policy and Service Development

- Assisting in the compliance of agreed NHS Resolution Standards and Procedures Framework at all times.
- Awareness and implementation of NHS Resolution policies, procedures and those relating to Case Management.
- To protect the NHS from adverse publicity.
- To keep abreast of legal developments in the relevant field

Financial Responsibilities

- Authority to control expenditure within agreed limits.
- Establishing appropriate reserves in accordance with the reporting requirements and guidelines.
- Instructing Panel Solicitors as and when necessary, providing authority and instructions as appropriate; obtaining supervision as necessary; and monitoring costs.
- To ensure fair and reasonable settlement of damages with due regard to the containment of costs arising in the claims process.
- Accurate setting and maintenance of financial reserves.

Freedom to act

- The Claims Intervention Manager contributes to researching, planning, and implementing new protocols, processes and ways of working into the Claims management function to identify risk, engineer processes where required and support activity to minimise leakages.

Develops Self, Others and Team

- Exhibiting the organisations behaviours and ensuring they are embedded in all aspects of the organisation
- Participate in the Annual Performance Appraisal process, sourcing and undertaking training as identified in the Personal Development Plan.
- Assisting in the development of new team members, identifying and providing training where necessary.
- Attend training courses during core working hours on legal issues and NHS Resolution policies and procedures, and provide feedback to team where appropriate.

Information Resources

- Effective and accurate use of NHS Resolution's Claims Management System and other databases.
- Accurate recording of claims information for case management system

purposes.

Effort and working environment

Physical Effort

- Office based post which requires the post holder to sit in a restricted position for the majority of the working day; the post holder will be required to undertake light physical effort when carrying laptop and documents between NHS Resolution offices and/or meetings and events.

Mental Effort

- Frequent exposure to distressing or emotional circumstances.

Emotional Effort

- Frequent requirement for prolonged concentration.

Working Conditions

- Normal office conditions with a requirement to use a computer for the majority of the working day. The post holder will be required to travel to attend external meetings on an occasional basis via public transport.

Further information

1. The post holder must ensure that personal information for claimants, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the *Data Protection Act/General Data Protection Regulations 2018* and the *Common Law Duty of Confidentiality*.
2. The post holder must follow the record keeping guidelines established by NHS Resolution to ensure compliance with the *Freedom of Information Act 2000*.
3. The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
4. The post holder is required to become familiar and comply with NHS Resolution policies and procedures.
5. The post holder must be aware of individual responsibilities under the *Health and Safety at Work Act* and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.
6. The post holder is expected to develop IT skills.
7. The post holder may be required to undertake duties at any location within NHS Resolution, in order to meet service needs.
8. This job description and person specification are intended as a guide to the main responsibilities and profile of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to the post's grades, which are not listed above, at the direction of a manager. The job description may be amended from time to time after consultation with the post holder.
9. NHS Resolution operates *No Smoking Policy* and *No Alcohol policies*.

Person specification

Category	Criteria	Essential (E) Desirable (D)	How tested*
Education & Qualifications	Degree level or equivalent	E	A & I
	Recognised Post Graduate qualification or equivalent skills and experience	E	A & I
	Insurance/legal/medical or other professional qualification	D	A
Skills & Abilities	Excellent analytical skills and the ability to identify and implement process change	E	A & I
	Ability to innovate in the management of clinical negligence and non-clinical personal injury claims and to identify opportunities for more effective claims management	E	A & I
	Proficient IT skills and ability to use Microsoft Office packages (Outlook/Word/Excel/PowerPoint)	E	A, I & T
	Excellent written and oral communications skills with the ability to communicate at all levels, sometimes in sensitive and/or hostile environments	E	A & I
	Highly developed negotiation skills with the ability to be authoritative and persuasive	E	A & I
	Good interpersonal skills requiring diplomacy and professionalism	E	A & I
	Ability to manage several priorities at the same time	E	A & I
	Ability to work under pressure and to tight and immovable deadlines	E	A & I
	Ability to develop good working rapport within and across teams	E	A & I
	Ability to draft legal documents and complex legal correspondence in a concise and professional manner	E	A & I
	Ability to use NHS Resolution's Case Management System	E	T
	Ability to assimilate and analyse complex and sensitive clinical information	E	A & I
	Ability to explain complex factual, legal and clinical issues	E	A & I
	Ability to engender trust and develop and maintain constructive relationships with external organisations	E	A & I
	Ability to work on own initiative as well as part of a team	E	A & I
	Experience	Substantial personal injury or clinical negligence claims handling experience, or equivalent knowledge or skills or Post Graduate qualification	E
Experience	Managing a large caseload within strict time limits and conflicting priorities	E	A & I
	Developing and monitoring processes and procedures	E	A & I

Category	Criteria	Essential (E) Desirable (D)	How tested*
Knowledge & Understanding	Knowledge of change tools and techniques	D	
	Knowledge of improvement tools and techniques	D	
	Specialised and thorough knowledge of clinical liability claims handling/case management	E	A & I
	Thorough understanding of current law and relevant statutes	E	A & I
	Knowledge and understanding of confidentiality within the workplace (particularly within the NHS)	E	A & I
	Knowledge and understanding of Equality Act (2010)	E	A & I
	Knowledge and understanding of Freedom of Information Act (2000)	E	A & I
	Knowledge and understanding of Data Protection Act/General Data Protection Regulations (2018)	E	A & I
Other	Commitment to own personal and continued professional development	E	A & I

* A – application form; I – interview; T – test; P – presentation