

## **JOB DESCRIPTION**

**Job Title: Clinical Case Reviewer/Assessor, NHS Continuing Healthcare Appeals Team**

**Band:6**

**Job Summary:**

### **CHC Appeals Process and Retrospective claims**

The main requirements of the role includes clinical/analytical and coordination skills:

- Provide clinical expertise for CHC Appeals, and retrospective reviews;
- Ensure the National Framework process has been robustly applied within the dispute and retrospective review process, with evidence to support CHC eligibility recommendations and decision making;
- Co-ordinate and Chair both local resolution and retrospective claim meetings and provide the expert clinical CHC advice at the meetings where patients/families have disputed decisions or requested back dated reviews of eligibility;
- Attend regular clinical supervision with Line manager
- Bring to the attention of Line manager any issues in regard to the activity and volume of assessment requests in order to safely manage workload;
- Work to timescales in line with National Framework guidance in respect of CHC disputes;
- Support Line manager in representing Lancashire and South Cumbria Integrated Care Board (ICB) at local and regional meetings about CHC appeals or retrospective claims;
- Attend with Line manager to present and defend CHC cases at NHS England's 'Independent Review Panels' on behalf of the ICB
- Support Line Manager to review CHC appeals and retrospective review processes to identify any opportunities to improve pathways as appropriate to enhance quality and effectiveness;
- Meet with patients/representatives in potentially highly contentious situations and provide responses to complex CHC disputes.

- Be expected to engage with patients and public in a meaningful way in relation to CHC appeals and retrospective reviews
- Ensure patient/families/representatives are supported and aware of the appeal process followed by the ICB in relation to CHC
- Provide timely relevant correspondence to patients/families/representatives ensuring they are kept informed of developments
- Work in partnership with the Finance Department to ensure any payment is calculated, interest is applied (if appropriate) and processed in line with ICB policies
- Support Line Manager in ensuring the relevant documentation including Health and Social care records are provided in a timely manner to NHS England as part of the independent review panel appeal process
- Attend Personal Development Review as requested by Line manager

The post-holder is responsible for ensuring that tasks are planned, managed and delivered effectively. This involves:

- The post-holder is responsible for their own time management and should use time efficiently to ensure an effective workflow is maintained;
- Ensuring effective, accurate, timely, and open communications and engagement with a range of families, organisations and individuals.

## **Communication**

- Undertake effective high-level communication with colleagues, patients, family members, solicitors, other ICB colleagues and external stakeholders;
- Facilitate face to face meeting with claimants explaining assessment processes and discussing complex health and care needs
- Prepare correspondence to families and solicitors ensuring they are kept informed of progress and any outcome.

## **Planning and Organisation**

- Deliver against objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines
- Demonstrate capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly
- Undertake any duties or responsibilities requested as appropriate to the role
- Organise own work effectively and work on own initiative to identify areas of improvement across the project, team and organisation
- Prepare work plans to ensure all allocated tasks are managed and delivered
- Demonstrate a methodical approach to work, with clear attention to detail
- Work with sometimes limited information and resources

## **Personal and professional development**

- Maintain professional knowledge in all aspect of clinical development and

- initiatives in line with national standards
- Ensure NMC standards are maintained during all aspects of daily practice/duty of candour
  - Attend all mandatory and statutory training as required
  - Establish and take action towards achieving goals
  - Participate in conversations about job role, career aspirations and personal development
  - Align personal aspirations with corporate objectives
  - Agree actions that are underpinned by the ICB's value base
  - All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

### **Key Working Relationships**

- Maintain constructive relationships with a broad range of internal and external stakeholders;

### **EDUCATIONAL RESPONSIBILITIES:**

- Participate in appropriate training and development activities
- Participate in team, professional and personal development activities and promote commitment to continuous development and improvement
- Responsible for maintaining own professional education, development and expertise in order to ensure an effective service to the Organisation

### **GENERAL DUTIES**

- Adhere to and uphold the ICB's vision and values
- Observe the provisions of and adhere to all ICB policies and procedures
- Complete ICB Statutory and Mandatory training as required and any other training courses relevant to the post
- Abide by the ICB's commitment that all staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, and gender or employment status.
- Adhere to relevant Code of Practice of Professional body (if appropriate)
- The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site.

### **ADDITIONAL INFORMATION IN SUPPORT OF THE JOB DESCRIPTION**

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Organisation. Any such changes will be fully discussed with the post holder.

## **EQUAL OPPORTUNITIES**

- NHS Lancashire and South Cumbria ICB is striving towards being an equal opportunities employer. In working towards this aim no employee, or job applicant will receive less favourable treatment on the grounds of their role, gender, age, disability, race, nationality, ethnic or national origin, colour, sexual orientation, domestic circumstances, social and employment status, gender reassignment, privately held political opinion, trade union membership, religious or similar philosophical belief, or disadvantaged by conditions or requirements which cannot be shown to be justifiable

## **CONFIDENTIALITY**

- Working within the ICB you may gain knowledge of confidential matters which may include manual / electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you. The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages

## **CODES OF CONDUCT AND ACCOUNTABILITY**

- All staff members are expected to comply with relevant ICB code of conduct and accountability.
- Ensure that the current Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

## **HEALTH & SAFETY**

- The post-holder is expected to make him/ herself aware of and comply with the current organisation's Health & Safety policies and procedures. To follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions.

## **RISK MANAGEMENT**

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

## **INFECTION CONTROL**

- Infection prevention and control is everybody's responsibility.
- The organisation is committed to reducing Health Care Associated Infections. The prevention and control of Health Care Associated Infection is a high priority for all parts of the NHS. Infection prevention and control has to be embedded into every day practice and applied consistently by everyone.
- All staff therefore have a duty to comply with all 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. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.

## **SAFEGUARDING CHILDREN AND ADULTS**

- The ICB has a zero tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

#### **NO SMOKING POLICY**

- The no smoking policy protects non-smokers and requires that the organisations premises are smoke free.
- This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within ICB management agenda and priorities.

#### **POSTSCRIPT**

The post holder may be required to undertake other related duties not specifically mentioned above. Any changes to this role specification will be made in consultation with the post holder.

The ICB is an equal opportunities employer.

Signed .....

Date .....

Print Name .....

Manager's Signature ..... Date.....

This job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the ICB.

### PERSON SPECIFICATION

	Description	Essential	Desirable	Assessment
<b>Knowledge, Training and Experience</b>	First Level registered Nurse	✓		A/C/I
	Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in a specialist area	✓		A/C/I
	Previous experience of undertaking Continuing Healthcare assessments, with a thorough knowledge of the National Framework and assessment process.	✓		A/C/I
	Previous experience of working in a Continuing Healthcare role		✓	A/I
	Experience in communications and stakeholder management	✓		A/I
	A good understanding of the health and social care environment and roles and responsibilities within it	✓		A/I
<b>Communication Skills</b>	Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences	✓		A/I
	Skills for communication on complex matters and difficult situations, requiring	✓		A/I

	<p>maintaining networks</p> <p>Strong communication, networking and engagement skills suitable for effective working with patients, families, other health professionals and external stakeholders</p>	✓		A/I
<b>Analytical Skills</b>	Ability to analyse and interpret information, pre-empt and evaluate issues and recommend appropriate course of action to address the issue	✓		A/1
	Problem solving skills and ability to respond to sudden unexpected demands	✓		A/1
	Attention to detail combined with the ability to extract key messages from analysis	✓		A/1
	Independent thinker with demonstrated good judgement, problem-solving and analytical skills	✓		A/1
	Takes decisions on difficult and contentious issues where they may be a number of courses of action	✓		A/1
	Ability to use initiative to decide relevant actions and make recommendations to Line Manager with the aim of improving deliverables and compliance to policies	✓		A/1
	Experience of researching best practice, interpreting	✓		

	its relevance and processes/ practices			A/I
<b>Planning Skills</b>	Skills for planning and prioritising own workload	✓		A/I
	Ability to forward plan own duties and work closely with colleagues when reviewing the progress of on-going cases	✓		A/1
<b>Management Skills</b>	Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support	✓		A/1
<b>Physical/Personal Skills</b>	Proficient in IT software applications, word, excel,	✓		A/I
	Ability to focus for long periods of time when analysing information or writing reports	✓		A/I
	Problem-solving skills and ability to respond to sudden unexpected demands	✓		A/I
	Independent thinker with demonstrated good judgement, problem-solving and analytical skills	✓		A/I
	Attention to detail combined with the ability to extract key messages from complex analysis	✓		A/I
	Ability to respond proactively to issues as they arise and be able to deal with frequent enquiries	✓		A/I
	Resilience to challenge from	✓		



	colleagues, external providers and patient representatives including the legal profession			A/1
	Resilience - during local dispute resolution discussions have the ability to deal with resulting potentially antagonistic situations	✓		A/I
	Passion, enthusiasm and drive to improve services for patients and their representatives	✓		A/I
<b>Autonomy</b>	Ability to work on own initiative and organise own workload without supervision working to tight deadlines and often changing timescales	✓		A/I
	Manage time effectively	✓		A/I
<b>Equality and Diversity</b>	Understanding of and commitment to equality of opportunity and good working relationships	✓		A/I
<b>Other</b>	An ability to maintain confidentiality and trust	✓		A/I
	Used to working in a busy environment	✓		A/I
	Adaptability, flexibility and ability to cope with uncertainty and change	✓		A/1
	Commitment to continuing professional development	✓		A/I
	Professional, calm and efficient manner	✓		A/I

	Effective organiser	✓		A/I
	Demonstrate a strong desire to improve performance and make a difference by focusing on goals	✓		A/I
<p><b>*Assessment</b> will <b>take</b> place with reference to the following information</p> <p>A= Applcallon Form    I= Interview    C = Certificate</p>				