

## **LONDON AMBULANCE SERVICE NHS TRUST**

### **Job Description**

<b>Job title:</b>	<b>Legal Services Manager</b>
<b>Department:</b>	<b>Legal Services</b>
<b>Location:</b>	<b>LAS Headquarters</b>
<b>Grade:</b>	<b>AfC Band 8a</b>
<b>Responsible for:</b>	<b>Claims and Inquest Managers (3) and Assistants (2) Legal Services Administrators (2)</b>
<b>Responsible and accountable to:</b>	<b>Head of Legal Services</b>
<b>Hours:</b>	<b>Full-time; 37.5 hours per week</b>

#### **Summary:**

This is a key role in the management of the Legal Services department and will include oversight of the Office functions. The post holder will be a member of the newly formed management team and will develop, implement and maintain effective and efficient business management systems and processes which enable the team to deliver their responsibilities and to meet their individual and collective objectives as agreed with the Director of Corporate Affairs and Head of Legal Services. This will include the review and updating of the Datix integrated risk management system and database, working in conjunction with the Governance and Assurance team.

The post holder will manage the allocation of work in the department in conjunction with the Head of Legal Services and the Trust Solicitor, ensuring that there is an appropriate and equitable caseload allocation and deployment of administrative support.

#### **Principal duties:**

##### **Business management**

1. Review, develop and maintain the business management processes and systems within the department in order to maximise efficiency, effectiveness and productivity within the services provided.
2. Manage the Legal Services budget for non-pay expenditure, excluding legal fees, costs, and damages, and identify and implement cost improvements and efficiencies.
3. Review the use of Datix for the case management of claims and inquests, and the links with other areas including serious incidents, accidents, incidents, complaints, and PALS enquiries; working closely with Governance and Assurance, make recommendations to optimise the use of Datix to support efficient working, and lead the implementation of the agreed changes.
4. Receive and allocate new claims and inquests to the Claims and Inquests Managers for initial review.
5. Define and monitor the timescales for investigation and response to inquests and claims and identify with the Claims and Inquests Managers the action / support required to keep within the target timescales.

6. Manage the process for updating inquest and claim files on Datix and bring to the handler's attention where there are gaps or inconsistencies in the records.
7. Authorise the invoice and payment requests checked by the Claims and Inquests Managers from panel solicitors and the NHS Litigation Authority.
8. Work with the Head of Legal Services to procure/commission the necessary professional legal advice and assistance for the handling of litigation outside of the Trust's membership of the NHSLA indemnity schemes and commercial insurance.
9. To work closely with Governance and Assurance and other departments to ensure that there is a combined approach to the management of inquests, claims, complaints and serious incidents when required.
10. To review draft agreements on services provided/required by the Trust to ensure compliance with regulatory requirements, and, in discussion with the Head of Legal Services and/or Trust Solicitor, obtain professional legal advice when necessary and there is an intention that the agreement will be legally binding.

## **Risk Management**

11. To oversee the governance arrangements within Legal Services and to ensure the department remains compliant with Trust policies and procedures and external requirements, both statutory and good practice. This will include CQC standards of care and NHSLA requirements.
12. To review risk reports from the NHSLA and ensure that these are subject to round table review to ensure any lessons identified become recommendations and actions which are then implemented. This will require collaborative working with operational and functional colleagues.
13. To ensure that there are effective arrangements / processes to review claim files after closure to identify the risk management actions and make recommendations to local governance groups, and other committees/groups as appropriate within the governance structure.
14. To prepare the report from legal services for the Quality Governance committee structure on claims and Inquest activity, risks and themes identified, lessons learned, and actions being taken to mitigate and improve.
15. Advise the governance and risk management groups on the progress achieved in reducing the level of risk on medium and high priority risks on the Trust's risk register as evidenced by data about claims, inquests, complaints and incidents.
16. In conjunction with other members of the Legal Services Department to identify new risks and make recommendations to the Senior Management Team for the risks to be added to the Trust's risk register.
17. To advise the Senior Management Team, jointly with the Head of Governance and Assurance, on the approach and arrangements for conducting risk assessments relating to, and for identifying and implementing the learning emerging from, inquests, claims, serious incidents and complaints.
18. To support the development and implementation of tailored training programmes for clinical and non-clinical staff, as required, on key specialist areas of medical law; including: clinical negligence, Mental Capacity Act, Court of Protection, Deprivation of Liberty issues and Coronial Law, To ensure that legal developments in relevant case law and legislation are communicated through the Trust's Quality Governance Committee structure.

## **Staff management**

1. Manage the following staff: Claims and Inquest Managers (Band 7 x 3); Claims and Inquest Assistants (Band 5 x 2); and the Legal Services Administrators (Band 4 x 2); and work closely with the Clinical Advisor to ensure the appropriate level and spread of support is available to staff to undertake their roles.
2. Establish a programme of team meetings and team development.
3. Conduct one to one meetings with directly managed staff.
4. Conduct appraisals in accordance with LAS policy with directly managed staff.
5. Encourage and support the directly managed staff with the setting and achievement of their objectives and personal development plans and ensuring that mandatory training is completed within LAS timescales.
6. Encourage and support effective team working in support of the department's objectives.
7. Review the office cover in Legal Services and authorise working times and leave within those limits.

## **Management information**

1. Analyse data from Datix, the NHS Litigation Authority, and panel solicitors to develop and produce reports on the themes arising from the inquest and claims caseload, the compliance with key performance indicators, and the financial impact.
2. Monitor the updating of the claims information by the NHS Litigation Authority about the LAS's caseload and ensure that it is accurate, complete, and up to date and can be relied upon to answer queries by Finance and used in the reports on caseload to the Head of Legal Services and Director of Corporate Affairs.
3. Lead on the production of reports for the Executive Management Team and the Quality Governance committee on the volume and type of claims, ensuring there are 'no surprises', and that the full extent of exposure – including financial and/or reputational – is known and being managed/mitigated.
4. Train and advise staff in Legal Services on the use of new features added to the LAS's integrated software on risk management.
5. Represent the LAS at the "Datix" User Group meetings to present feedback and suggestions for improvement on the claims and inquests modules.

## **Infection Control**

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to cooperate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2012.

## **Key relationships**

### **Within the LAS:**

Head of Legal Services  
Trust Solicitor  
Claims and Inquests Managers  
Claims and Inquest Assistants  
Clinical Advisor to Legal Services

Clinical and quality directorate  
Governance and Assurance  
Patient Experiences Department  
Safety and Risk  
Finance Directorate and East Lancashire Financial Services  
Operational staff

**External:**

Coroners' Officers  
NHS Litigation Authority  
Motor insurers' staff and solicitors

**Key Result Areas**

1. Developing and leading the updating of work processes and reporting systems in Legal Services to monitor the timescales for handling claims and inquests and ensure that everything is done to meet the targets.
2. Developing and providing up to date reliable information to inform the Head of Legal Services and Director of Corporate Affairs and Trust Board Secretary about the financial impact of claims and inquests.

**8<sup>th</sup> August 2014**

**London Ambulance Service NHS Trust**

**Person Specification**

**Legal Services Manager**

<b>Requirements</b>	<b>E</b>	<b>D</b>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> degree or equivalent <b>A</b></li> <li>• Master's or evidence of significant postgraduate study <b>A</b></li> <li>• Professional qualification in the field of healthcare management <b>A</b></li> </ul>	<p>√</p> <p>√</p>	<p>√</p>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Highly developed knowledge of the health service and systems, including change management, acquired through training and experience to Master's or equivalent level. <b>A, I</b></li> <li>• Significant experience gained at a senior level in the field of health service management or legal services sector <b>A, I</b></li> <li>• Significant experience working across a health economy or working with multiple organisations/across boundaries <b>A, I</b></li> </ul>	<p>√</p> <p>√</p>	<p>√</p>
<p><b>Skills and knowledge</b></p> <ul style="list-style-type: none"> <li>• Writing high quality and detailed reports and documents that convey highly complex information that may be highly sensitive or contentious <b>A, I</b></li> <li>• Presentation of highly complex, sensitive or contentious information to large groups of staff or external stakeholders <b>A, I</b></li> <li>• Excellent verbal, written and presentation skills <b>A, I, T</b></li> <li>• Well developed influencing and negotiating skills <b>A, I, T</b></li> <li>• Highly developed ability to analyse complex and detailed information and make this useful <b>A, I, T</b></li> <li>• Ability to manage upwards particularly when the issues are highly contentious and may convey messages that others don't want to hear <b>A, I</b></li> <li>• Sound political judgement and astuteness in understanding and working with complex policy, and the ability to interpret and relay this to a range of audiences <b>A</b></li> <li>• Ability to be intellectually flexible and to seek answers beyond existing structures and boundaries <b>A, I, T</b></li> <li>• Demonstrable ability to develop partnerships to enhance and benefit the LAS and its patients <b>A, I, T</b></li> <li>• Demonstrable commitment to the provision of safe, high quality and effective patient care <b>A, I</b></li> </ul>	<p>√</p>	
<p><b>Personal qualities</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills <b>A, I, T</b></li> <li>• High level of self-motivation and organisation <b>A, I, T</b></li> </ul>	<p>√</p> <p>√</p>	

<ul style="list-style-type: none"> <li>• Performance and improvement driven <b>A, I, T</b></li> <li>• Flexible attitude and ability to manage ambiguity <b>A, I</b></li> <li>• Honesty &amp; integrity and a strong commitment to openness in one's work and interaction with others <b>A, I, T</b></li> <li>• Ability to remain calm, controlled and polite in a busy and pressurised environment <b>A, I, T</b></li> <li>• Ability to work in a range of multi-disciplinary teams <b>A, I</b></li> <li>• Ability to work to deadlines and produce a high calibre of work under pressure <b>A, I, T</b></li> </ul>	√ √ √ √ √ √	
<p><b>Other requirements for the role</b></p> <ul style="list-style-type: none"> <li>• Commitment to personal development to enhance ability to undertake the role <b>A, I</b></li> <li>• Prolonged VDU use <b>A</b></li> </ul>	√ √	

Key

A = Application form (shortlist)

T = Assessment

I = Interview

August 2014