

**Job Description**

<b>Job title</b>	Senior Investigations and Inquest Manager	<b>Job family</b>	Legal and Compliance
<b>Reporting to</b>	General Counsel	<b>Job code</b>	BSS/189
<b>Location</b>	Remote	<b>Evaluation Date</b>	04/07/2024

**Main Purpose**

- The post holder will be responsible for leading the coordination of high level and complex investigations into serious patient/service user safety incidents. This will include investigations into very serious harm, unexpected deaths or investigations into incident themes and trends of concern as identified by Priory.
- The post holder will have responsibility for the smooth running of Inquests. This will involve line managing the Inquest Risk Manager and team, supporting inquest witnesses in preparation for inquests, maintaining oversight of legal representation and ensuring that there is evidence of investigation and consequent improvement actions to present in detail to HM Coroner.
- The post holder will support the Claims team, being a point of escalation for enquiries requiring additional support.
- The post holder will act as a single point of contact for all other enquiries relating to investigations, inquests, deaths and claims (some examples of these detailed below).

**Key Tasks**

**Line management responsibilities:**

1. Direct line manage the two Senior Investigation Officers and the Inquest Risk Manager (who is also responsible for the line management of 3 roles), ensuring regular supervision and one-to-one support is made available.

**Investigation responsibilities:**

2. Coordinate the allocation of serious patient/service user safety incidents ensuring fair distribution between the Senior Investigation Officers, and other trained investigators across the relevant division as required.
3. Brief the lead investigators on the requirement of the investigation through the agreement of terms of reference. Investigations will be undertaken in a fair, objective and professional manner so that lessons can be learned and preventative action taken. Support the lead investigator through the investigation process and quality assure investigation reports prior to being issued including seeking legal advice where required.
4. Where the heightened level of risk requires, or at the request of the General Counsel or Chief Executive Officer, investigate serious patient/service user safety incidents, serious safeguarding incidents, serious security incidents and undertake investigations into incident themes and trends of concern as identified by Priory.
5. Attend where necessary the scene of the most serious patient/service user safety incidents and assist in the maintenance and gathering of evidence including assisting other agencies such as the police in their investigation.
6. Liaise with external agencies and key personnel, including the police, regulators, commissioners, safeguarding boards and NHS Trusts as required.

7. Ensure human factors and systems thinking principles are applied to gather qualitative and quantitative information from a wide range of sources, managing conflicting information from different internal and external sources.
8. Communicate and engage with patients/service users and their families/carers and staff in a positive and compassionate way in response to serious patient/service user safety incidents and serious allegations as a means of helping to ensure transparency and candour. Maintain clear records of information gathered and contact with those affected and recognise when those affected require onward signposting to support services.
9. Ensure that appropriate steps are taken to create a Just Culture within Priory services so that staff and service users feel confident and supported to report patient/service user safety incidents, near misses or breaches that occur to raise awareness and enable monitoring of themes and trends.
10. Provide advice to key staff on matters and due process in terms of investigations that are being undertaken, taking legal advice if necessary after discussion with the Priory General Counsel.
11. Ensure that lessons learnt from investigations are identified, action is taken and improvements in practice are disseminated with the assistance of the Associate Director of Patient Safety and Experience or equivalent.
12. Ensure that the lessons learnt from all patient/service user safety incidents and breaches can be fed into risk analysis, both locally and nationally, so that appropriate preventative measures can be developed. Take responsibility for the presentation of both qualitative and quantitative information.
13. Together with the Senior Investigation Officers, integrate the Patient Safety Incident Response Framework (PSIRF) into day-to-day policy and practice.
14. Deliver training to relevant senior staff, which will enhance investigation knowledge and skills across Priory and continue to add to the pool of trained staff to call upon to undertake patient/service user safety incident investigations in times of high demand.

**Inquest responsibilities:**

15. Liaise with external agencies and key personnel, including Coroners and Coroner's officers as required.
16. Review draft Coroner statements for high-risk inquests, and cross reference with information already known about the incident.
17. Liaise with external lawyers, offer support and advice to colleagues who are required to deliver evidence, and assist in preparation for significant Inquests.
18. Ensure action plans are completed to a high standard, and evidence the learning actions taken and the embedding of the learning to a standard that can withstand scrutiny in Coroners court.
19. Attend Coroners inquests and pre-inquest review hearings to represent Priory if required and communicate complex information coherently under oath.
20. Co-ordinate the response to any Regulation 28 PFD reports received as required.
21. Maintain a database of readily available data and information for use by the communications team and others. This will include Coroner outcomes and Regulation 28 PFD data.

**Claims oversight responsibilities:**

22. The post holder will support the Claims team, being a point of escalation for enquiries requiring additional support.
23. Attend a weekly claims call with Priory's claims solicitors and insurance brokers.

## **General oversight responsibilities:**

24. The post holder will work across both the Healthcare and Adult Care divisions of Priory.
  25. Attend the monthly Quality Assurance Committee and give presentations and updates as required.
  26. Prepare relevant update/information slides to support the General Counsel when preparing for the board meeting.
  27. Attend and contribute to Priory meetings to include the Mortality Review Group, Physical Health Committee, Environmental Safety meeting, working groups, and sit on the panel to review and sign off final investigation reports and action plans.
  28. Support the communications team with information gathering to support fast time media enquiries.
  29. Lead on the data gathering and liaison for any public inquiries of a nature relating to investigations, inquests, deaths or claims.
  30. Maintain oversight of enquiries received from the Care Quality Commission where the enquiry relates to a patient death, and lead on the response as appropriate and with input from the General Counsel and Priory solicitors where required.
  31. Respond to Freedom of Information requests that relate to investigations, inquests, deaths or claims.
  32. Maintain up-to-date knowledge and awareness of any national legal/policy/guidance changes to affect the requirements and expectations of work relating to investigations, inquests or claims.
  33. Review Priory policies as appropriate and often in response to a learning action identified through the course of an investigation.
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## **Knowledge & Skills**

- Degree level qualification or equivalent.
  - A clinical and or recordable professional qualification or relevant experience is required.
  - Knowledge and skills of safeguarding legislation for both adults and children is essential.
  - Excellent analytical skills and have the ability to collate data from various sources.
  - Ability to communicate effectively to large groups of staff regarding contentious issues.
  - Understanding of the Duty of Candour.
  - Knowledge and understanding of the NHS England Patient Safety Incident Response Framework 2022.
  - Knowledge and understanding of systems based investigation methodology and human factors.
  - Have completed level 1 (essentials of patient safety) and level 2 (access to practice) of the patient safety syllabus available on Priory Academy or via e-learning for healthcare.
  - Have completed a national accredited course in the following as required by PSIRF: 'A Systems Approach to Learning from Patient Safety Incidents', 'Involving those Affected by Patient Safety Incidents in the Learning Process' and 'Patient Safety Incident Response Framework Oversight' (desirable)
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## **Experience**

- Significant experience in health and social care or similar large organisation for example the police force is necessary.
- Experience of working within a large complex commercial organisation, with experience of managing serious patient/service user safety incidents, safeguarding, security services and designated projects.
- Experience of attending courts of all levels and giving evidence as a witness.
- Management accountability and responsibility for large and diverse service driven activities.
- Experience conducting patient safety/ criminal investigations, the management of evidence and writing investigations reports.
- Experience working with bereaved families and ability to convey sensitive and distressing information with sensitivity and understanding.

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## Responsibility

### Staff

- Required to direct line manage and supervise two Senior Investigations Officers and the Inquest Risk Manager and provide necessary advice and guidance.

### Budgets & equipment

- Delegated authority to certify documents.

### Informatics

- Shared responsibility for the security of confidential information within Priory.
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## Communication & Interaction

- The Post holder will report to the General Counsel and will work closely with the Chief Executive Officer and Priory Board of Directors. Communication and inter-personal skills are a key feature of the role, which will usually involve activities such as coaching, interviewing, listening and presenting.
  - Experience of effectively communicating with all levels of staff in a large organisation. The post holder will be in regular communication and interaction with Hospital Directors, Home Managers, Consultant Psychiatrists and the Senior Management Team, as well as with external governing bodies.
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## Working environment

- Generally operating within a pleasant and stable working environment but will occasionally be dealing with complaints and dissatisfaction; face-to-face with potentially angry patients, families and staff, which requires emotional resilience.
  - Remote based with an expectation that the post holder will travel nationally to locations where incidents occur or to attend meetings as required, often at short notice.
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## Special Features

- Current full UK driving license covered for business use on own motor vehicle.
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## Upholding Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"><li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li><li>• Actively seeks to develop the potential of every service user and staff member</li></ul>
Being Supportive	<ul style="list-style-type: none"><li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li><li>• Actively seeks to develop the potential of every service user and staff member</li></ul>
Acting with Integrity	<ul style="list-style-type: none"><li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li><li>• Actively seeks to develop the potential of every service user and staff member</li></ul>
Being Positive	<ul style="list-style-type: none"><li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li><li>• Actively seeks to develop the potential of every service user and staff member</li></ul>
Striving for Excellence	<ul style="list-style-type: none"><li>• Always puts service quality first</li><li>• Shares and encourages innovation</li><li>• Keeps on top of new developments in the sector</li></ul>

