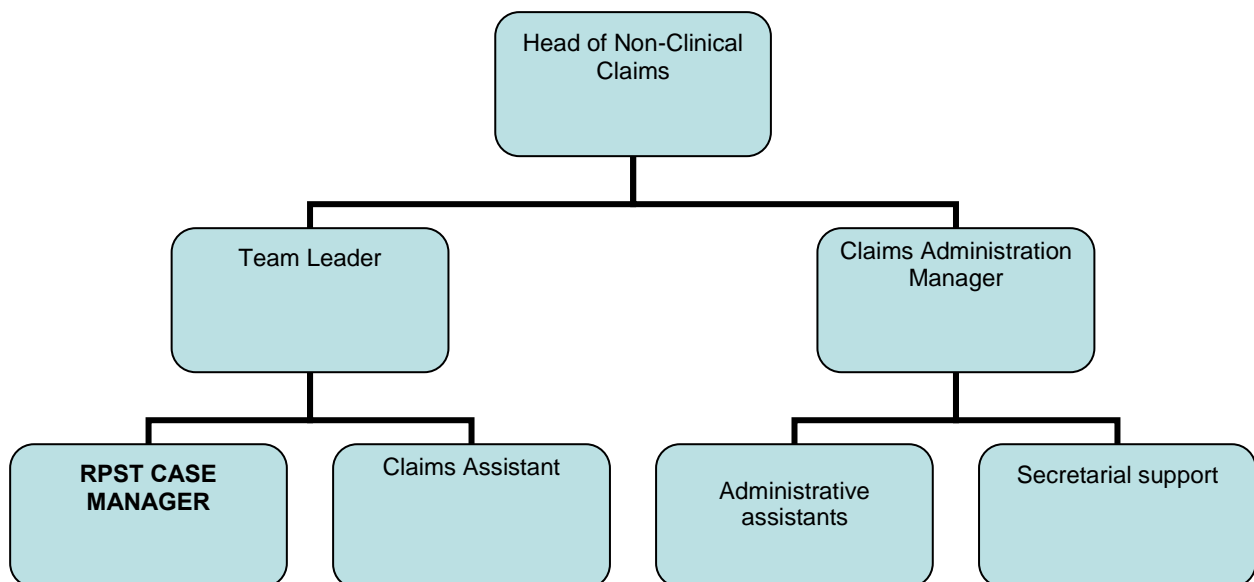


Job Description

Job title	RPST case manager
Pay band	6
Reports to	Team leader
Location	Holborn, London WC1 or Harrogate
Job summary	<ul style="list-style-type: none"> • Promoting the highest possible standards of patient care, and employee and public safety, by effectively administering the Litigation Authority’s non-clinical claims schemes to minimise the effects of adverse incidents within the National Health Service and improve risk management. • Investigating, reserving, negotiating and settling a range of non-clinical liability and property claims, including all types of Employers’, Public, Product and Directors’ and Officers’ liability, Professional Indemnity and Personal Accident claims, from reporting to conclusion, within agreed authority levels and in accordance with the Litigation Authority’s Statutory Instruments and Framework Document. • Providing a high standard of professional service to Scheme Members, Claimant and Defence solicitors, and other Litigation Authority stakeholders. • Providing support, guidance and assistance to other Team Members and trainees, as and when required.

Organisational Chart



Key tasks and responsibilities

- 1 Effective management of own case load, reporting directly to the Team Leader and indirectly to the Scheme Manager.
- 2 Effective containment of claims and costs exposure on behalf of Scheme Members and the NHS as a whole.
- 3 Proper execution of the Scheme Rules in accordance with the Litigation Authority's statutory obligations and internal protocols.
- 4 Managing optimum caseload of c350, within an agreed authority level, and higher value claims above authority level under appropriate supervision.
- 5 Managing and negotiating a high proportion of caseload (c90%) in direct claims handling, dealing with claimants and claimants' solicitors.
- 6 Accurately maintaining all relevant management information within the Litigation Authority's claims database.
- 7 Maintaining financial reserving information within the claims database in accordance with the Litigation Authority's obligations under FRS12.
- 8 Determining Scheme coverage and indemnity upon receipt of all reported claims,
- 9 Conducting appropriate liability investigations by correspondence, telephone, face to face enquiries or the instruction of a Claims Inspector.
- 10 Negotiating liability and quantum issues with claimants' solicitors by correspondence, telephone and in face-to-face meetings.
- 11 Negotiating settlement of claimants' solicitors' costs by correspondence and telephone.
- 12 Managing litigated claims via defence solicitors, through all stages of the litigation process, retaining ultimate decision making authority.
- 13 Maintaining control of defence solicitors' costs by effective case management, and by checking and auditing defence solicitors' bills.
- 14 Obtaining expert opinion in contentious areas where views between the parties are conflicting.
- 15 Attending trials and settlement meetings, and conferences with counsel, experts and lay witnesses,
- 16 Managing all forms of Alternative Dispute Resolution, including Mediation.
- 17 Assisting in the development of new or inexperienced team members and trainees.
- 18 Assisting in the investigation of complaints and reviewing management information.
- 19 Developing strong working relationships with Scheme Members and providing advice and guidance on claims and risk management issues.
- 20 Participating in internal claims reviews and audits, defence solicitor audits and management projects.
- 21 Promoting rehabilitation of claimants by early identification of suitable claims for inclusion in the Litigation Authority's rehabilitation scheme.

- 22 Assisting Scheme Members in the preparation of letters of apology and press releases.
- 23 Liaising with other bodies seeking contributions and recoveries, in correspondence, telephone or through the litigation process.
- 24 Assisting the Team Leader and Scheme Manager to comply with agreed Litigation Authority standards, protocols and requirements

Effort and working environment

- 25 Physical effort – a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working day.
- 26 Mental effort – a frequent requirement for prolonged concentration.
- 27 Emotional effort – frequent exposure to distressing or emotional circumstances.
- 28 Working conditions – requirement to use a VDU more or less continuously on most days.

Further information

- 29 The post holder must at all times carry out duties and responsibilities with due regard to the Authority's equal opportunities policies and procedures.
- 30 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 1998 and the common law duty of confidentiality.
- 31 The post holder must follow the record keeping guidelines established by the Authority to ensure compliance with the Freedom of Information Act 2000.
- 32 The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
- 33 The post holder is required to become familiar and comply with the Authority's policies and procedures.
- 34 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.
- 35 The post holder is expected to develop IT skills.
- 36 The post holder may be required to undertake duties at any location within the Authority, in order to meet service needs.
- 37 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 grade, 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.
- 38 The Authority 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
	CII or ACII or ILEX of CIP or IFCI1 and 2 or law degree (or equivalent experience and/or knowledge and skills)	E	A
Skills & abilities	Ability to work both in a team environment and on own initiative	E	A & I
	Good task planning skills, with a systematic, thorough and logical approach to task completion.	E	A, T & I
	Ability to work under pressure and prioritise to achieve deadlines	E	A, T & I
	Ability to make key decisions and to accept responsibility for those decisions	E	A & I
	Good interpersonal skills, requiring diplomacy and professionalism	E	A & I
	Good communication and negotiation skills	E	A, T & I
	Ability to manage several priorities at the same time	E	A, T & I
	Ability to work under pressure and to tight and immovable deadlines.	E	A, T & I
	Confident and well organised	E	A, T & I
	To make decisions on liability and value quantum	E	A, T & I
	To prepare written documentation in a concise and professional manner	E	A, T & I
	Good negotiating skills	E	A & I
Experience	At least five years' personal injury/clinical negligence experience or equivalent knowledge and skills	E	A, T & I
	Development and monitoring of processes and procedures	E	A & I
	Managing a case load and working towards achievement of targets	E	A & I
Knowledge & understanding	Specialised and thorough knowledge of all aspects of non clinical liability claims handling	E	A, I & T

Category	Criteria	Essential (E) /desirable (D)	How tested *
	Understanding of current law and the relevant statutes relating to employer's and public liability and their application to cases	E	A, I & T
	Proficiency in standard Office applications (spreadsheets, databases, word documents and processing)	E	A, I & T
Other	Self motivated	E	A & I
	Confident focussed approach	E	A & I
	Work well within a team	E	A & I

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

Date: August 2009