

Job Advertisement

ISCAS is looking to expand the number of complaint adjudicators in its team. Is this something you are interested in? Do you have the skill set we are looking for?

Company: Independent Sector Complaints Adjudication Service (ISCAS)

Job Title: Independent Adjudicator (self-employed)

About the role:

- The role is to adjudicate on complaints when they have completed the local complaint handling stages, they remain unresolved and the complainant requests they be escalated to an external organisation.
- Reviewing the complaints against the ISCAS Code of Practice for Complaints Management.
- Analysing and attaching the appropriate weight to the evidence provided.
- Identifying and correctly determining any relevant issues.
- Acting quickly and efficiently at all times.
- Writing final decisions and awards in user-friendly language, ensuring that all appropriate evidence has been considered and taken into account.
- Contributing to panel-wide discussions to build best practice.
- Following practice directions and recommended approaches issued by the Principal Adjudicator.
- Ensuring all relevant procedures are followed and any areas of concern notified to ISCAS.

Taking into account the increasing number of healthcare providers now working with ISCAS, and consequently the number of complaint escalations to the service, ISCAS is currently recruiting an additional external adjudicator.

These positions are for individuals working as external contractors (self-employed) to undertake adjudication work for ISCAS. Complaint adjudication/consumer redress involves analysing lengthy and complex evidence against the [ISCAS Code of Practice For Complaints Management](#), in order to reach a well-reasoned written outcome which brings the complaints process to a close. This work can be challenging and can deal with complex emotional and healthcare related issues.

We should also note that if you work for an ISCAS subscriber currently there would be a conflict of interest, whilst that would not stop you applying, it may affect the work you are able to undertake.

Case numbers vary and are allocated on a first come, first served basis, however the adjudicator is expected to maintain a continuous caseload, each of which will take an average of 1-2 days to complete.

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There is also a requirement to deal with additional queries related to cases to which the adjudicator has been appointed.

Experience and skills required:

- Experience in the clinical field is essential (it does not require a clinical qualification).
- Knowledge of clinical regulation and consumer law is desirable.
- Vocational qualification/training is desirable
- Higher level degree education or a vocational qualification is essential.
- Excellent written and grammatical skills to the highest level of English, as well as the ability to communicate clearly and concisely in a consumer-friendly tone.
- Excellent attention to detail ensuring that high quality standards are consistently maintained.
- Strong organisational skills, with the ability to work under pressure to demanding deadlines.
- Ability to deliver clear evidence-based decisions/adjudications
- Ability to work alone.

About ISCAS

ISCAS is a not-for-profit organization that provides an independent review process for complaints about private healthcare providers (such as private hospitals and clinics) that subscribe to the scheme. It is owned by the Centre for Effective Dispute Resolution (CEDR) and operates independently of healthcare trade bodies.

ISCAS operates a complaints framework used by much of the UK's independent healthcare sector.

If a patient is unhappy with how a subscribing private healthcare provider has handled their complaint, they may be able to escalate it to ISCAS after completing the provider's internal complaints process.

ISCAS provides independent adjudication but does not consider clinical negligence or compensation claims; it reviews whether the complaint was handled appropriately and can make recommendations.

The Candidate

The successful candidate will be a hardworking and driven professional with a commitment to resolving disputes in the independent health care industry. They will have the ability to weigh up a dispute from all angles, and to reach a clear, concise, fair and reasonable judgment in plain English (in line with the evidence and best practice standards). The successful candidates must at all times maintain strict confidentiality in performing their role and declare any potential conflict of interest in any case they are working.

Application procedure

Interested applicants should write, including a full CV and cover letter, to:

Email: jyates@iscas.org.uk

Only applicants being offered an interview will be contacted.