JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE: Personnel
DIRECTORATE: HR Employee Relations
AREA/DEPT: Medical Retirements
FAU: Head of Employee Relations
SECTION: MEDICAL RETIREMENTS OFFICER
REPORTS TO: Head of Employee Relations
CURRENT RANK/GRADE: GRADE F
DATE: February 2015

1. JOB PURPOSE: (Briefly state your job’s overall objectives. To........................................... )

To manage the investigation and process of police and support staff retirement on the grounds of ill health. To ensure maximum savings to the force budget through the robust investigation of injury award applications, injury award reviews, medical appeals and reviewing permanently disabled officers who have been retained in service.

2. PRINCIPAL ACCOUNTABILITIES:
(Describe the important end results you are expected to achieve).

a) To carry out the process for medical appeals, deferred pension and injury award applications to ensure that any changes to pension payments are implemented and financial savings made where appropriate. (The process of calculating and amending earning capacity is in accordance with Police Pension Regulations and Home Office guidance, which is complex and must stand scrutiny and external audit).

b) Research and prepare detailed reports with recommendations for the Head of Employee Relations, regarding issues of medical retirement, injury applications, reviews and deferred pensions. Present, discuss and make recommendations to inform the Head of Employee Relations and other HR Managers to inform recruitment and deployment policies.

c) Prepare medical appeal papers for the Medical Appeal Boards. Communicate outcomes with the Police Federation and NARPO in
their role as an appellants advocate at review stage. To prepare and present a legal case for the Chief Constable at the High Court for judicial Reviews ensuring fairness and reducing the impact on force budgets.

d) Report on adjustments to the earning capacity of police officers that are retired on ill-health grounds and apply for an associated injury award based on the individual’s qualifications, experience, knowledge and medical restrictions (Police Pension Regulations 1987 and 2006) to assist the Force Occupational Health Physician’s recommendation with regards to the officer’s degree of disablement, in line with Home Office guidance.

e) Obtain consent from police officers and medically retired officers for access to OHU files and other medical information in order to facilitate the processes of medical retirement, injury award applications and pension reviews, complying with data protection and access to medical information legislation. Maintain confidentiality and sensitivity towards individuals throughout the above processes ensuring the force’s integrity.

f) Liaise directly with other Police Forces, the National Attendance Management Forum and Home Office on all ill health retirement issues and attend seminars and meetings with other Forces to identify and share best practice.

g) Supervise the Assistant Medical Retirement Officer to ensure efficient and expeditious processing of ill health, injury and associated issues.

h) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the post holder’s area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.

i) Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security in accordance with the ACPO Guidance on the Management of Police Information in order to achieve compliance with the Statutory Code of Practice.

3(a) **KNOWLEDGE AND EXPERIENCE:**
(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Knowledge of the Police Pension Regulations and legal precedents are essential, along with associated Home Office guidance relating to issues of pension and injury award. Regular access to Home Office, Force Solicitor and legal websites will be necessary to maintain knowledge.
A good knowledge of investigative procedures and Force information / intelligence systems. Knowledge and understanding of the Regulation of Investigatory Powers Act 2000 with regards to surveillance and investigation of officers and pensioners believed to be falsely claiming compensation.

Analytical skills are required in respect of the calculations of compensation for injury awards and the assessment of earnings capacity in line with Home office guidance.

The ability to communicate effectively with internal and external customers is essential in order to respond to their needs, share and identify best practice and provide a high quality service.

The ability to plan, prioritise, co-ordinate and control work under pressure is essential in order to meet legislative deadlines and provide a high quality of service to all customers.

Ability to work successfully as an individual and as a member of a team, to ensure the smooth running of the Unit. Ability to display tact, sensitivity, confidentiality and diplomacy with individuals who have genuine concerns for their futures, including financial concerns. A high level of persuasiveness, assertiveness and negotiating skills is required when dealing with matters relating to all aspects of ill-health retirement.

Ability to prepare files of evidence to standard for presentation to the ACC Personnel, the Head of HR & Head of Employee Relations, Home Office Medical Appeal Boards and the force Solicitor.

Decision making skills are required when entering into negotiations regarding continuance of medical appeals, reduction or increase of an officers injury benefit and making recommendations if a member of staff should be retired or not.

Presentation skills to provide advice and guidance to HR Professionals, Independent Doctors and the Force Medical Examiner in all aspects of medical retirement to ensure systems and processes reflect current legislation. To present the case for the Chief Constable a quasi-legal medical appeal board hearing.

Post holder should have the ability to interrogate the computer system to extract pertinent information and provide accurate statistical breakdowns. Word-processing skills and a working knowledge of Excel are essential.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

None required
4. RELATIONSHIPS:

(a) **Supervisory responsibilities:**

Responsible for the Assistant Medical Retirement Officers

(b) **Supervision Received:**

Responsible to the Head of Employee Relations for input into the Reg A20 process (whether to retain or retire an officer) from an OHU perspective.

(c) **Other Contacts:**

(i) **Within North West Region:**

Regular contact with Head of Employee Relations, other HR Managers, BCU Commanders, Departmental Heads, line managers, Force FMA, OHU Nurse Advisors, Professional Standards and civil litigation units, Force Solicitors Department, other Personnel Directorate staff including Organisational Development, Media Services and the Police Federation regarding giving advice and discussing medical retirements and injury award appeals.

(ii) **Outside North West Region:**

As and when contact with Home Office, legal advocates representing current and retired police officers, other Police Forces regarding policy, procedures and best practice sharing, medical specialists and G.P’s regarding confidential and sensitive information.

Regular contact with Pension Providers regarding payment of pensions, medical appeals, pension reviews and injury awards.

Regular contact with the National Attendance Management Forum

5. CONTEXT:

(a) **Operating Environment:** (Services provided, work patterns, who are the customers).

On a daily basis, responsibility for a variety of tasks including the investigation and file preparation of medical considerations surrounding ill-health retirements, pension reviews and injury awards
on behalf of the member of staff being considered and on behalf of Merseyside Police. The Medical Retirements Office provide a daily response to all enquiries regarding ill health retirements, freedom of information act enquiries, pension ombudsman enquiries and other both internally and from other outside agencies. Provision of statistical data and provision of an information and advisory service to enable BCU Commanders, Departmental Heads and personnel practitioners to identify and manage absence problems, therefore assisting in the reduction of sickness and ill-health retirement levels.

(b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Police Pension Regulations, Home Office circulars and guidance, Attendance Management Procedure, Recuperative and Restricted (Medical) Duties Policy, legislation covering access to medical records and information, Data Protection Act, ill-health retirement, injury awards, pension reviews and light duties arrangements, legally decided cases from the High Court through Judicial reviews. When new Regulations are implemented and Home Office Guidance received the MRO will develop policies and procedures to implement them.

Regulation of Investigatory Powers Act 2000 with regards to surveillance and investigation of officers and pensioners believed to be falsely claiming compensation or regarding their return to duties.

Post holder required to maintain and improve own self-knowledge by keeping abreast of new legislation and Home Office guidance on issues of attendance management, pensions and injury awards.

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

Assistant Medical Retirement Officer - Ensures the efficient and timely administration of the processes of medical retirement, financial payments, injury award applications and reviews, appeal processes and preparation of performance indicators and statistical information.

6. **DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

**Financial:** The post holder is not a budget holder

**Staff:** The postholder is responsible for the Assistant Medical Retirements Officer

**Other:** N/A
7. **JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

A thorough knowledge of legislation legal precedence is essential when dealing with both complex legal and medical issues surrounding absence management, ill-health retirement and injury claims.

To respond to changing force priorities in respect of the amount of officers that can to be medically retired due to the changing operational demands of the force.

Minimising the high cost of Medical Appeals by presenting a strong case for the PCC whilst exercising strong negotiating skills and being uncompromising when appropriate.

Responding to urgent requests for statistical information and other actions from Chief Officers.

The ability to present a case to an Independent Medical Appeal Board including medical and legal considerations and answer questions from the Board as required.

8. **ADDITIONAL INFORMATION:**

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).