

Moray Citizens Advice Bureau

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**MORAY CITIZENS ADVICE BUREAU**

**PATIENT ADVISER**

**JOB DESCRIPTION**

#### Employer: Moray Citizens Advice Bureau>

**Responsible to:** Manager and Board

**Working Hours:** 12 weekly

**Office Base:** 6 Moss Street, Elgin

**Background:**

The Patient Rights (Scotland) Act was passed in February 2011. The Act created the Patient Advice and Support Service (PASS) to promote awareness of patient rights and responsibilities, to assist people to deal with issues affecting their health and wellbeing and to provide advice and support to those wishing to give feedback or comments, or raise concerns or complaints about NHS care received.

**Purpose of the Post:**

Patient Advisers will work with the Citizens Advice bureaux in their local health board area and will also contribute to services provided throughout Scotland via a national PASS telephone advice line and by e mail and webchat via a national PASS website. The Patient Adviser will provide direct advice and information to clients; support bureaux volunteers to deliver information and advice relevant to the service; produce performance and monitoring reports; assist with the marketing and promotion of the service; and liaise with external organisations in order to maximise the efficiency and effectiveness of PASS.

**Main Responsibilities:**

**Advice and Information: Local Health Board**

The Patient Adviser will provide information, advice, support and representation services in Grampian health board area as follows:

* information about the services that the PASS provides
* representation services for clients wishing to make complaints, raise concerns or give feedback where the case is technically complex and/or requires a high level of support.
* Signposting or referral of clients to
  + other reliable sources of advice and support
  + organisations providing representation and advocacy services
* information and advice about the rights and responsibilities of patients, notably the Charter of Patient Rights and Responsibilities
* Information and advice to prisoners, where appropriate, and as agreed with the local prison/s.

The Patient Adviser will maintain their knowledge of local service delivery arrangements and expertise in relevant legislation and guidance in order to do so.

**Advice and Information: National**

The Patient Adviser will support the provision of national PASS telephone, webchat and e mail advice as follows:

* Provide information and advice and signpost clients to appropriate additional sources of information, advice and support (including CABx) in response to calls made to a national PASS advice line. This will be delivered in accordance with a rota system devised and implemented by Citizens Advice Scotland
* Provide information, sample letters and other materials and documents in response to webchat and e mail enquiries made via a national PASS website. This will be delivered in accordance with a rota system devised and implemented by Citizens Advice Scotland.

**Supporting Bureaux Advisers**

Provide training and support to volunteers delivering services in the local health board area either directly or in conjunction with bureau tutors and mentors to:

* gain an awareness and understanding of the rights and responsibilities of NHS patients and promote these to clients
* deliver information and advice to assist clients to give feedback or comments, or raise concerns or complaints to the NHS
* deliver information, advice and support services that maximise clients’ health and wellbeing

**Reporting**

In relation to work carried out in the local health board area,

* Maintain detailed statistics of individual cases to produce quarterly statistical reports for Health Concerns and Client Profiles for
  + the local NHS Board
  + Citizens Advice Scotland (CAS)
* Provide case studies for 5-10% of cases to indicate trends, issues, departments, staff groups, etc for the local Health Board.

In relation to national work, utilise relevant software and processes and procedures in order to ensure that statistical and other performance reports can be produced to evidence work undertaken.

**Promotion**

All promotional activity will take place solely in the local health board area. In that area, the Patient Adviser will publicise the patient advice and support service to ensure clients, health professionals and health care providers are made aware of and know how to access the service by:

* Developing and delivering a marketing strategy in collaboration with CAS and the local health board, including
  + distribution of relevant marketing material to local CAB offices, the NHS and appropriate local organisations
  + attendance at relevant local events, conferences and seminars
  + liaison with local newspapers and radio to advertise and raise awareness of the service
  + attendance at meetings and training sessions with NHS colleagues to promote the PASS
  + promotion of PASS on CAB websites, where appropriate
* Working with NHS colleagues to develop and implement local marketing strategies to complement those organised nationally.
* Provide input and case studies as requested by CAS for press articles, consultation responses, etc

**Liaison**

In the local health board area, Patient Advisers will:

* Establish (or maintain) and develop good working relationships with local
  + statutory organisations
  + voluntary organisations and community groups.
* Attend local meetings to represent the bureau in relation to the PASS

**Other duties and responsibilities <to be amended locally>**

* Ensure that all work conforms to the Bureau’s policies and procedures
* Attend team/staff meetings as required
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Carry out other duties, as specified by the Manager and required by the demands of the service. This may entail regular, out of hours working in support of PASS national services.

**Person Specification - Patient Adviser**

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|  | ESSENTIAL | DESIRABLE |
| **Experience** | * Experience of conducting negotiations in a non-confrontational manner * Writing formal letters and preparing reports, plans and proposals * Experience in giving advice on a range of subjects to members of the public | * Preparation and presentation of casework * Experience in working with volunteers * Experience of delivering training sessions * Experience of delivering presentations |
| **Skills and attributes** | * Ability to communicate and establish good relationships with a range of people. * Ability to work without close supervision, prioritise own work and meet deadlines * Ability to deal with difficult situations in a calm, effective non-confrontational manner * Ability to communicate effectively, both orally and in writing and, in particular by telephone * Ability to network with other groups within the community * Ability to navigate, work within and adhere to a defined procedure eg the NHS & Social Service Complaints procedures * Ability to gather and accurately record statistics | * Ability to represent the PASS service at meetings * Ability to work as part of a team and on own initiative * Understanding of the needs of people who may be vulnerable, distressed or under stress * Ability to promote the service to different groups of people, eg NHS staff, voluntary groups and the public |

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| **Knowledge** | * A working knowledge of email, the internet, Microsoft software and in particular of inputting and retrieving data from Excel. | * Knowledge of NHS organisations, medical terminology & procedures * Knowledge of local voluntary organisations * An understanding of how life circumstances can impact on a person’s health & well-being * A knowledge of welfare benefits |
| **Values and attitudes** | * An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau. |  |
| **Other** | * A willingness to identify and undertake relevant training * Ability to work flexibly and to travel to a variety of locations within the area and carry out home visits, as required |  |