

East Dunbartonshire Citizens Advice Bureau

Patient Advice and Support Service (PASS) Adviser

Job Description

Employer:	East Dunbartonshire Citizens Advice Bureau
Responsible to:	Operations Manager
Working Hours:	35 hours per week
Salary:	£27,318 plus pension and generous annual leave entitlement
Office Base:	East Dunbartonshire CAB/Hybrid

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:

PASS 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 helpline and by email via a national PASS website. The PASS Adviser will provide direct advice and information to clients; support bureaux volunteers to deliver information and advice relevant to the service; 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 PASS Adviser will provide information, advice, support and representation services in xx health board area as follows:

- Information about the services that the PASS provides
- Support for clients wishing to make complaints, raise concerns or give feedback.
- 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

East Dunbartonshire Citizens Advice Bureau

The PASS 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 PASS Adviser will support the provision of national PASS advice line and email advice as follows:

- Provide information and advice and signpost clients to appropriate additional sources of information, advice and support (including bureau) in response to calls made to a national PASS advice line. This will be delivered in accordance with a rota system devised and co-ordinated by Citizens Advice Scotland

Reporting

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

- Maintain case records and statistical information
 - the local NHS Board
 - Citizens Advice Scotland (CAS)
- Provide case studies quarterly to indicate trends, issues, departments, staff groups, etc for the local Health Board.

Liaison

In the local health board area, PASS 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;

- Ensure that all work conforms to the Bureau's policies and procedures
- Attend team/staff meetings as required

East Dunbartonshire Citizens Advice Bureau

Person Specification - PASS Adviser

	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • Preparation and presentation of casework • 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 	<ul style="list-style-type: none"> • Experience in working with volunteers • Experience of delivering training sessions • Experience of delivering presentations
Skills and attributes	<ul style="list-style-type: none"> • 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 • Ability to gather and accurately record statistics 	<ul style="list-style-type: none"> • Ability to represent PASS 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
Knowledge	<ul style="list-style-type: none"> • working knowledge Microsoft software 	<ul style="list-style-type: none"> • Knowledge of local voluntary organisations • A knowledge of welfare benefits
Values and attitudes	<ul style="list-style-type: none"> • An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau. 	
Other	<ul style="list-style-type: none"> • 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 	

East Dunbartonshire Citizens Advice Bureau

	home visits, as required	
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