# CITIZENS ADVICE BUREAU PATIENT ADVISER

**JOB DESCRIPTION**

**Employer: Inverness Badenoch and Strathspey Citizens Advice Bureau**

**Responsible to: Bureau Deputy Manager**

**Working Hours: 21hrs per week**

**Office Base: Raigmore Hospital or Inverness City Centre with regular visits to Aviemore and Nairn**

**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, and 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 work with the Citizens Advice bureau/x in their local health board area. The Patient Adviser provides advice and information to clients who wish to give feedback or comments, or raise concerns or complaints to the NHS, support bureaux volunteers, produce quarterly statistical reports, carry out marketing and liaise with external organisations. They also provide advice on any issue that may be impacting on a patient’s health.

# Main Responsibilities

# Advice and Information

The Patient Adviser will provide information, advice and support

* about the services that the PASS provides
* and, where appropriate, 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.
* and, where appropriate, direct clients to
  + other reliable sources of advice and support
  + organisations providing representation and advocacy services
* about the rights and responsibilities of patients (notably the forthcoming Charter of Patient Rights and Responsibilities)
* and maintain expertise in relevant legislation/guidance e.g. NHS, welfare rights in order to do so.
* provide an advice and casework service to persons accessing the PASS service who have an issue that may be impacting on their health

# Supporting Bureaux Advisers

Provide training and support to, or support bureau trainers to train bureaux advisers/volunteers 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

# Reporting

* 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.

# Promotion

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

* 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
* 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

# Person Specification - Patient Adviser

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Experience** | * 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 | * 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 * Ability to network with other groups within the community * Ability to navigate, work within and adhere to a defined procedure (ie the NHS (& Social Service) Complaints procedure) * Ability to gather and accurately record statistics | * Ability to represent the   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 |

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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 |  |