



Job Information Pack

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Job Details

Job title: **Patient Adviser (Patient Advice & Support Service)**
Reporting to: Projects Manager
Location: Home-working and Edinburgh CABx: Portobello/Leith/Dundas St/Gorgie/Muirhouse. Possible travel to Lothian CABx.
Employer: Citizens Advice Edinburgh, 58 Dundas Street, Edinburgh, EH3 6QZ
Salary: £28,270
Benefits: 25 days annual leave and 10 public holidays **pro rata** and a 7% non-contributory pension. CAE is an inclusive employer considering flexible working arrangements where appropriate.
Hours: **28 hours per week**
Wk. Pattern: Flexible, but to include Friday
Term: Fixed Term until 31st May 2026, with possibility of extension
Other: Appointment subject to a satisfactory Basic Disclosure check

The Application Process

Application deadline: **12pm on Thursday August 22nd 2024**
Interviews: W/C 26th August and 2nd September
Interview location: Via video call (Teams) or in person at Leith CAB
Interview format: 50-minute interview

Please email your application to markcarter@cabedinburgh.org.uk

Equality & diversity monitoring

Citizens Advice Edinburgh is committed to equal opportunities both in service provision and employment. To help Citizens Advice Edinburgh monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: benjaminnapier@cabedinburgh.org.uk

Overview of Citizens Advice Edinburgh

The Citizens Advice Service was first established in Edinburgh in 1939. Over the years it has grown to deliver services from 4 main Bureaux (Dundas Street, Leith, Muirhouse and Portobello) and over 20 project/outreach locations across the capital. In 2007 the separate Bureaux merged to form Citizens Advice Edinburgh (CAE, Charity Number SC038195).

Through a team of core and project staff and over 90 highly trained and committed volunteers, CAE provides a free, confidential, independent and impartial service to the citizens of Edinburgh on a wide range of issues including:

- Debt and money
- Welfare Rights
- Consumer issues
- Immigration
- Employment and workforce problems
- Housing
- Relationship and family issues
- Discrimination
- Health services
- Legal rights & responsibilities

The charity is a trusted and well-respected organisation. It enjoys high levels of client satisfaction, and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year.

For a full overview of all our services and current work, please visit our website at: www.citizensadviceedinburgh.org.uk

Job Description

Patient Adviser (Patient Advice & Support Service)

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 to raise concerns or complaints about NHS care received.

Purpose of the Post:

Patient Advisers will work with the Citizens Advice bureau/x in their local health board area and will also contribute to services provided throughout Scotland via a national PASS telephone advice line and by email 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 Lothian 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 1 to 2 cases quarterly 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

- Ensure that all work conforms to CAE'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

	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 of working within a health-related role • Experience of 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 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 e.g., the NHS & Social Service Complaints procedures • Ability to gather and accurately record statistics 	<ul style="list-style-type: none"> • 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, e.g., NHS staff, voluntary groups and the public

Knowledge	<ul style="list-style-type: none"> • A working knowledge of email, the internet, Microsoft software and in particular of inputting and retrieving data from Excel 	<ul style="list-style-type: none"> • 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	<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 CAE 	
Other	<ul style="list-style-type: none"> • A willingness to identify and undertake relevant training • A willingness to work remotely from home, as required • Ability to work flexibly and to travel to a variety of locations within the area and carry out home visits, as required • Ability to work closely as a team with PASS colleagues to achieve optimal outcomes for clients, and to provide opportunities for shared learning and support 	