

SINGLE CORPORATE SERVICES

PATIENT EXPERIENCE SERVICE – FAMILY LIAISON SERVICE

Job title:	Family Liaison Officer	To be completed by HR
Reporting to:	Patient Experience & Family Liaison Service Manager	
Accountable to:	Patient Experience & Family Liaison Service Manager	
Pay Band:	3	Job Reference Number

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

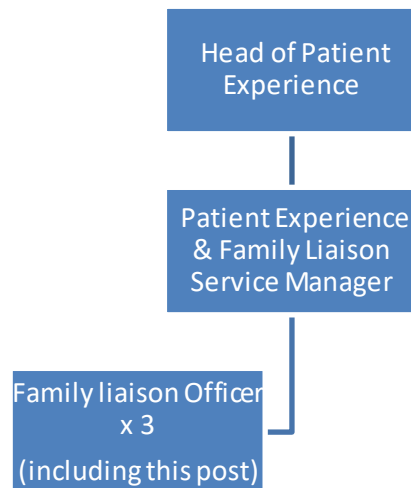
Job purpose

To provide a family liaison service to our patients ensuring they are able to keep in contact with their loved ones and carers whilst in hospital. The role is key in the support of the emotional wellbeing of the patient, providing creative and practical means to maintain a 2 way communication with family, loved ones and carers. As a non-clinical member of the ward teams, this role is unique in supporting patients and their loved ones to keep in touch and enhance the patient's experience during their inpatient stay. It can also provide support to the administrative functions of the ward/department and supervise, mentor and develop new FLO team members, such as new FLO volunteers, along with key responsibilities for wider patient experience activities and services.

Job summary

1. To provide a Family Liaison service to our patients ensuring they are able to keep in touch with their loved ones whilst in hospital
2. Work alongside the ward and departmental teams to ensure the emotional wellbeing of patients in our care
3. Manage own portfolio of calls and prioritise daily workload, adapting to provide cross-cover and help co-ordinate the family liaison services across a number of wards in an efficient and effective manner in relation to patient needs
4. To assist in the further development of the Family Liaison Service across the Trust
5. Facilitate the collection of 'real time' patient experience feedback and Friends and Family Test (FFT) across Care Groups.
6. With experience, to provide support, training and mentoring to new members of the team

Organisational Chart



Specific Core Functions

1. Co-ordination and provision of the Family Liaison service to patients and wards across our Trust, primarily adult inpatient wards. This may be supporting a nominated ward(s) and/or on a number of wards on an adhoc basis. This will include:

- Liaison call or message with patient's loved ones to set up

video call or mobile 'phone "virtual visit", using dedicated equipment. This will include responding to requests via email / telephone / face-to-face / internal referral system / bleep

- Supporting patients to attend family events virtually when too unwell to be discharged to attend in person e.g. attending virtual funerals, birthdays, anniversaries etc.
 - Organising and supporting end of life conversations to take place where family/friends unable to travel into our hospital as requested
 - Signpost patients and carers to support services, as agreed with Nurse in Charge
 - Documentation of activity on internal data systems such as Bed View and PAS
 - Support booking system for visitors if applicable e.g. if visiting restrictions in place
 - Supporting ward clerking activity e.g. label printing, wristband printing, answering ward 'phones and distributing messages
 - Supporting discharge process, e.g. collecting "To Take Out" (TTOs) medications from Pharmacy
 - Provide weekly summaries and analysis of FLO activity to the FLO Service Manager
2. Introducing yourself and our service to patients and staff. Confidently engaging and spending time with patients depending on their individual needs, listening and focusing on making their patient experience a positive one. This will include all adult inpatients, utilising appropriate personal protective equipment (PPE) where applicable, for example for supporting a patient with COVID or receiving oncology care.
3. Liaise with other teams such as PALS, Voluntary Services, Chaplaincy and Veteran support in order to ensure the service provided to our patients and their loved ones is comprehensive and tailored to their individual needs.
4. Support day-to-day operations on the ward – which may include
- checking patients have enough water to drink
 - mealtime assistance
 - working alongside ward staff to ensure ward environment is clean, tidy and well maintained
 - co-ordinating and providing video calls via Zoom or FaceTime with patients and their loved ones using dedicated I-Pads
 - co-ordinating and providing telephone calls for patients with their loved ones using dedicated mobile telephones

- booking transport for discharges
 - requisitioning items e.g. from FLO “Essentials Box” or hospital shops for our patients
 - assisting with discharge arrangements, supporting transfer of patients to discharge lounge as required
 - supporting the ward team in peak times with general welfare of staff and patients
5. Provide support, training and mentoring to new members of the FLO team, including induction process and ‘on the job’ training
 6. Provide support, day-to-day supervision and training/direction to new team members and family liaison volunteers, supporting induction process and on the job training
 7. Provide a trouble-shooting service to solve technical issues e.g. with iPads, mobile phones, TVs
 8. Participate in ‘debrief’ opportunities to support individual health, wellbeing and personal development and regular ‘awareness’ training sessions
 9. Support Family Liaison Service Manager with continued development of the service and organisation of a formalised teaching and mentoring programme across the team
 10. Support the process development and collection of patient experience data across a number of wards (RealTime Feedback, Friends & Family Test)
 11. Identify, prioritise and escalate to Nurse in Charge/Ward Manager as appropriate, when in receipt of complex, sensitive or contentious information that has arisen from patient/carer communication.
 12. Create and maintain SOPs (Standard Operating Procedure) for all main functions of role, to be stored in centralised electronic files in set format. These should be regularly revised to ensure they are up-to-date and relevant.
 13. Occasional support to events and initiatives as directed by the Head of Patient Experience as part of the work to improve and develop the patient experience service, which may be internal / external to the hospital
 14. On occasion, provide rapid response to support emergency operational requirements across the hospital

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving straightforward job-related facts or situations.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care

- Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder is responsible for maintaining stock control and/or security of stock,

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- There is an occasional requirement to exert light physical effort for several long periods during a shift.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	NVQ Level 3 in Business Administration or equivalent qualification		Application and Interview
Experience	Proven experience in customer service	Previous experience as a PHU FLO Previous NHS/Healthcare experience Experience of working in a ward environment	Application and Interview
Knowledge	Good keyboard skills, with a good range of programme experience. Ability to communicate in written and oral English Ability to work with staff on all levels. Problem solving Ability to manage own workload, with a flexible and adaptable approach	Experience using Bedview and PAS	Application and Interview

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information

- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date

- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.