

SINGLE CORPORATE SERVICES

PATIENT EXPERIENCE SERVICE

Job title:	PALS co-ordinator	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Patient Experience Lead (IWT)	
Accountable to:	Head of Patient Experience (IWT)	
Pay Band:	3	

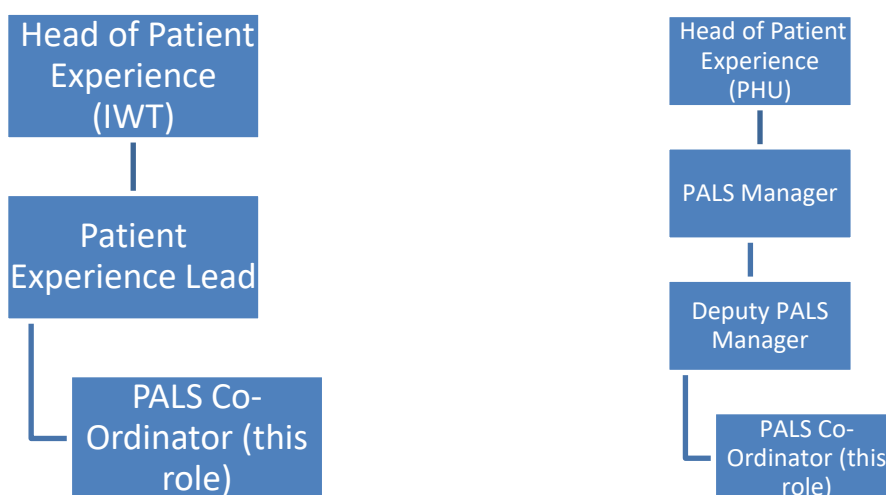
As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

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.

Job purpose

The post holder will be the first point of contact for the Trust's Patient Advice & Liaison Service. Providing high level customer service to patients, relatives, and visitors, offering advice, sign posting, information and timely resolution to patients and service users with enquiries or concerns.

Organisational Chart



Specific Core Functions

Communication

1. Aim to respond to all enquiries and concerns within five working days of receipt.
 - To provide an empathetic and responsive advice service to patients and service users.
 - Respond to enquiries independently where able to
 - To frequently communicate with patients and service users in person, on the telephone and via written communication.
 - To work as part of a team, communicating with the Complaints Team and ensuring a joined-up approach to improve the experience of patients and their families at the Trust.
 - To escalate enquiries to the Patient Experience Lead where appropriate. The post holder should be able to recognize when to refer enquiries to clinical staff (this is a non-clinical post and the post holder is therefore not permitted to give clinical information, e.g. test results)
 - To be aware of the difference between PALS complaints and escalate cases to colleagues when appropriate.
 - To assist with collecting organisation-wide patient feedback.
 - To manage enquiries related to lost property, input and monitor small claims, and work closely with wards to resolve issues.
 - Understand the importance of protecting patient confidentiality at all times and understand how to work within the limitations that this can pose.
 - Demonstrate exceptional verbal communication skills, with the ability to adjust communication styles to meet the need of the audience.
 - Demonstrate effective writing skills and be able to draft simple correspondence on behalf of the Trust Executive.
 - Be able to use negotiation skills to achieve positive outcomes following receipt of concerns.
 - Use tact, diplomacy, and persuasion to maintain effective working relationships with clinical and non-clinical staff to facilitate resolution of concerns.
 - Deal compassionately but assertively with challenging people.
 - Be able to cope with emotionally demanding and challenging people on a frequent basis.
 - Communicate sometimes sensitive and distressing information in an appropriate manner in person and by telephone/email.
 - Be able to process complex, sensitive, or contentious information.
 - To understand the limitations of the role, the service and the Trust in meeting requests and effectively manage expectations around this.
 - Liaise with external agencies who support service users and carers, including PALS in other NHS Trusts, Social services, local advice, and community agencies to ensure a seamless service for clients by referring on or taking referrals as appropriate and accessing information on behalf of clients.
 - Recognise when patient consent is required, should the complainant not be the patient.

Planning and Organisation

- Have excellent keyboard skills.
- Maintain timely, factual and accurate electronic and contemporaneous records of contacts with visitors to the office in order to provide a seamless service for all users.
- Enter all data onto DATIX with a high level of accuracy.
- Co-ordinate activities with the rest of the team to ensure all tasks are covered and deadlines met, under the guidance of the Patient Experience Lead.

- Contribute to the development of the PALS information resource.

Physical effort

- Be able to sit at a desk for long periods.
- Be able to use a desktop PC/workstation.
- Occasional need to handle stationery items (eg reams of paper).

Working conditions

- Be able to cope with frequent interruptions.
- Be able to cope with upsetting/distressing issues.
- The post holder may be exposed to unpredictable behaviour from members of the public.
- Exposure to verbal aggression will be encountered.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information verbally, 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 will be responsible for the safe use of equipment other than equipment which they personally use.
- The post holder is responsible for maintaining stock control and/or security of stock,

- The post holder will be an authorised signatory for small cash/financial payments.

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

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

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	<p>NVQ 3 or equivalent</p> <p>Educated to GCSE level or equivalent experience.</p> <p>Proficient in the use of Microsoft Office programmes</p>	<p>Knowledge of PAS, Datix and other Trust data systems.</p> <p>Experience of working in a customer experience role.</p> <p>Understanding of the NHS and organisation</p> <p>Evidence of attending complaints training to underpin knowledge base</p>	Application and Interview
Experience	<p>Experience of working in a busy customer service environment</p> <p>Experience of working within an NHS or Social Care environment</p>	<p>Experience of working within an acute NHS Trust</p> <p>Experience of using Datix and/or Allscripts</p>	Application and Interview
Knowledge	<p>Excellent verbal, telephone. and written communication skills</p> <p>Excellent interpersonal skills</p> <p>Computer and keyboard skills</p> <p>Accurate note taking ability</p> <p>Listening skills</p> <p>Demonstrate tact and diplomacy when dealing with highly sensitive issues and maintain confidentiality.</p> <p>Time management skills with the ability to prioritise own workload.</p> <p>Problem solving skills and ability to respond to sudden unexpected demands.</p> <p>Ability to deal with distressing circumstances and challenging situations</p>	<p>Completion of conflict resolution training or similar</p>	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.