**CITIZENS ADVICE BUREAU**

**Patient Advice & Support Service (PASS) Adviser**

**JOB DESCRIPTION**

**Employer:** East Ayrshire Citizens Advice Bureau

**Responsible to:** Operations Manager

**Working Hours:** 17.5 hours per week

**Office Base:** Kilmarnock or Cumnock

**Background**:

The Patient Advice and Support Service (PASS) was created by the Patient Rights (Scotland) Act which was passed in February 2011 to promote awareness of patient rights and responsibilities and provide advice and support to those wishing to give feedback or comments, or to raise concerns or complaints about NHS care received.

The PASS is provided by PASS Advisers who work from within CABx which exist to provide confidential, free, independent, and impartial advice to those who live and work in the local area. Each CAB provides a service to the people in the local area through its main office as well as through outreach provision in outlying areas.

Each CAB has a Manager, paid posts, and a team of volunteers. All advisers are trained to CAS standards and PASS Advisers are trained in the additional competences required to operate the service to agreed high standards.

**Purpose of the Post:**

The PASS Adviser will provide

* advice and information to clients who wish to give feedback or comments, or to raise concerns or complaints to the NHS
* advice over a variety of channels
  + Central Advice Hub (National Advice Line, email and online enquiry forms)
  + face-to-face support (video link, in person meetings within the CAB, or other locations convenient for clients, including home visits, where appropriate).

Some travel will therefore be required.

The PASS Adviser will also

* support volunteers engaged on PASS work
* produce quarterly reports
* carry out marketing and promotion for the service
* build strong relationships with external organisations, especially the local Health Board
* and work closely with the network of PASS Advisers across Scotland to share best practice and ensure a consistently high level of service is delivered across Scotland.

**Main Responsibilities**

***Advice and Information***

The PASS Adviser, over a variety of channels, will provide information, advice, and support

* about what the PASS can and cannot do
* 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
* as 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 Charter of Patient Rights and Responsibilities)
* about access to NHS services
* to prisoners, where appropriate, and as agreed with the local prison/s
* and will maintain expertise in relevant legislation/guidance e.g. NHS, welfare rights in order to do so.

The PASS Adviser will spend part of their time rota-ed onto the PASS Central Advice Hub, providing support to clients via the multiple channels and, as required, associated administrative tasks, as well as working within their Health Board area for face-to-face appointments and handling more complex casework, which includes supporting clients at meetings, through the full complaints procedure up to and including the Scottish Public Services Ombudsman, if required.

***Supporting volunteers***

Provide training and support to, or support CAB trainers to train CAB 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 to raise concerns or complaints to the NHS.

***Recording and reporting***

* Record client and casework details on the CASTLE case management system according to PASS guidelines. This ensures quarterly and annual reports can be accurately prepared for Health Boards and the Scottish Government funders.
* Share any observations with the CAS PASS team relating to changes in patterns or trends of complaints and concerns, so that these can be monitored across the whole of Scotland and reported.
* Provide quarterly reports to CAS on training, promotional activity, partnership engagement and other aspects of the PASS within your Health Board area.
* Provide case studies for 5-10% (minimum of one case study per quarter) of cases to indicate trends, issues, departments, staff groups, etc for the local Health Board.

***Promotion***

Publicise the PASS 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
  + supporting promotion of the PASS on CAB websites, and social media channels
  + 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 Patient Advice & Support Service.
* Raise awareness within the local and other CABx of the PASS and rights and responsibilities of patients and members of the public.
* Work 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 Health Boards, local NHS Complaints Teams and other NHS stakeholders as well as
  + statutory organisations
  + outreach delivery partners
  + voluntary organisations and community groups
* Attend local meetings to represent the CAB in relation to the PASS.

***Other duties and responsibilities***

* As required, provide support to PASS clients outwith the local and/or Health Board area
* Ensure that all work conforms to the PASS policies and procedures
* Attend PASS Adviser and CAB 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 PASS.

**Person Specification - PASS 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 in person, over the phone and in writing, with a range of people, including those who may be vulnerable, distressed or under stress * 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 eg the NHS & Social Service Complaints procedures * Ability to gather and accurately record data | * 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 |
| **Knowledge** | * A working knowledge of email, the internet, Microsoft software | * 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 & wellbeing |
| **Values and attitudes** | * An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of CAB. |  |
| **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 |  |