▌Position Description

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| **Job Title:** | Advocacy Officer |
| **Acronym:** | AO |
| **Reporting To:** | Advocacy Team Leader |
| **Liaise With:** | Regional teams and Corporate Services team, National Office |
| **Employment Type:** | Full Time, Fixed Term Duration Contract (End date June 2021) |
| **Hours:** | 35 hours per week - The position is full time and may involve working some unsocial hours. |
| **Location:** | In line with public health advice, the successful candidates will work from home until June 2021 and can therefore be based anywhere in Ireland. Occasional Dublin office visits will be required, which will include two days per week for the initial six weeks to support induction and onboarding.  The position entails travel throughout the country; therefore, the ability to provide your own transport requirements is necessary for the post. |
| **Salary Grade:** | €32,937 to €42, 573  It is anticipated that new entrants to the Patient Advocacy Service will be appointed on the 1st point of the scale however, incremental credit, should it be awarded, will be based on previous relevant experience as set out on application form. |

The Patient Advocacy Service is a new service which provides a free and independent service to support users of public acute hospitals making or intending to make a formal complaint through the Health Service Executive (HSE) investigation process in "Your Service Your Say", and for patient safety incidents.

The contract for the Patient Advocacy Service was awarded to the National Advocacy Service for People with Disabilities following a competitive tendering process.

# **Summary of Position**

As an Advocacy Officer within the Patient Advocacy Service (PAS), you will be responsible for the delivery of an independent advocacy service for patients or their representatives, during the ‘Your Service Your Say’ process or Patient Safety Incidents. You will provide a first point of contact for service users, offering support and information by Telephone, email and in person. You will support your team and Team Leader in the development of the service and the reporting on key performance indicators. It is a requirement of employment that the successful candidate successfully completes the QQI level 7 accredited Patient Safety and Complaints Advocacy Training Programme, delivered by Open Training College, within 12 months of commencement of employment.

**Duties and key responsibilities**

**1. Providing a First Point of Contact for Service Users**

* 1. Provide an excellent first point of contact to service users by phone, email and in person.
  2. Provide independent empowerment advocacy for patients /or their representatives by empowering them to know their rights in making a complaint to raise concerns and seek answers to their healthcare.
  3. Providing accurate and comprehensive information and support to Patients or their representatives around the ‘Your Service Your Say Process’ and/or Patient Safety Incidents.
  4. Assisting people with understanding and securing their rights to complaints management under ‘Your Service Your Say’ stage 2 to stage 4.
  5. Signpost service users to other services as appropriate.
  6. Record all service user contact accurately on the case management system.
  7. Operate according to the Patient Advocacy Service Code of Practice and other Policies and Procedures at all times.
  8. Support patients to effect changes that ensure their rights, dignity, choices and decisions are safeguarded.

1. **Case Load Management** 
   1. Effectively and professionally manage an individual case load of service users.
   2. Open and casework advocacy as allocated by the Advocacy Team Leader.
   3. Ensure the accurate and timely recording of casework activities for all service users, ensuring compliance with GDPR, the organisation’s Confidentiality Policy and case management requirements.
   4. Ensure the Advocacy Team Leader is fully informed at all times of the progress of cases.
   5. Use the PAS case management system to manage and report on contact and case work.
   6. Keep up to date records of all activities in relation to individual enquiries and cases on the case management system.
   7. Manage cases efficiently so that they are processed and completed according to time standards, targets and other organisational requirements.
   8. Work with management, communication and administrative sections of the organisation in reviewing and developing the access process and case management system.
2. **Contributing to the effectiveness of the Organisation** 
   1. Adhere to all PAS service manuals and standards.
   2. Seek and evaluate service user feedback to understand whether needs are being met and to plan any necessary adjustments.
   3. Undertake further personal development as discussed and agreed with the Team Leader and keep own knowledge up to date.
   4. Take responsibility for personal learning and development, to support the learning and development of others and the whole organisation.
   5. Contribute to the evaluation of the advocacy service.
   6. Comply with all appropriate policies and procedures.
   7. Raise awareness of the Patient Advocacy Service through active promotions and networking opportunities.
   8. Identify and report on systemic issues.
   9. Highlight gaps in policy that are affecting access to services.
   10. Produce information and written reports for the Advocacy Team Leader as required.
   11. Liaise with other staff to provide a distinct and specialised service.
   12. Undertake any other duties or projects equal with the nature and grade of this post as required.
   13. Work in a manner that facilitates inclusion and diversity.
   14. Organise and administer own work to ensure that it is accurate and meets quality targets, KPIs reasonable deadlines and reporting requirements.
   15. Participate in mentoring activities.
   16. Develop and share knowledge of relevant legislation, appeals/redress mechanisms and social policy and practices in relation to advocating on behalf of patients.
   17. Operate within a Performance Management Development System.
   18. Undertake other duties assigned by the Advocacy Team Leader or management team.

**Person Specification**

**Academic & Qualifications**

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| Essential | Desirable |
| * Educated to graduate level in one or more of the following areas: social sciences, humanities, law, training and development. Equivalent experience and training will also be considered. * Successful completion of the QQI level 7 accredited Patient Safety and Complaints Advocacy Training Programme, delivered by Open Training College, within 12 months of commencement of employment. |  |

**Knowledge base**

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| Essential | Desirable |
| * An understanding and knowledge of the philosophy, background and operation of patient advocacy, patient safety and the ‘Your Service Your Say’ Complaints process. * Understanding of and commitment to human rights and diversity. * Ability to research, analyse and evaluate information. * Ability to document information in a clear and precise manner and in compliance with data protection and confidentiality requirements. * Ability to organise one’s own workload, plan and set goals. * Ability to work effectively as part of a team. * Excellent interpersonal skills including communication skills, influencing skills and negotiations skills. * Ability to engage with others and develop positive relationships. * Openness to support and feedback. * Ability to keep the service at the centre of all processes. * Determined, positive and outcome focused attitude. * Ability to work well under pressure and an ability to adapt to change. | * A good understanding of public service administrative, financial and governance systems. * Experience in a fast-paced environment. * Good experience and understanding of IT systems, particularly Case Management Systems. * Demonstrated ability to establish effective working relationships with stakeholders. |