

## **Job Title Patient Advice and Liaison Service (PALS) Officer**

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<b>Department:</b>	Health and Community Services (HCS)	
<b>Section:</b>	Chief Nurse	
<b>Reports to:</b>	Patient Advisory and Liaison Manager	
<b>JE Ref:</b>	HCS1102	
<b>Grade:</b>	CS07	<b>JE Date:</b> 03/05/2022

### **Job purpose**

The post holder will work within the Experience of Care team and will play a key role in the delivery of PALS, which is a professional, supportive, informal, impartial and confidential service.

The post holder will be required to undertake a wide range of duties in providing day to day support and advice at point of contact (via email, telephone and face to face) to patients, carers, relatives, the public and colleagues. This can include resolving problems and concerns quickly, obtaining information about care or treatment, and explaining the Government of Jersey (GoJ) Feedback Policy.

To ensure the service remains responsive to the needs of patients, carers, relatives and the public.

To ensure the views of patients, carers, relatives and the public are heard throughout the organisation and that they are fully utilised for the purpose of driving service improvements.

### **Job specific outcomes**

1. To be the first point of contact and ensure that all feedback provided by patients, carers, relatives and the public via PALS is dealt with in an efficient, effective, empathetic and timely manner. Ensuring that the service is accessible and regular proactive communication is maintained at all stages with those who contact PALS.
2. Help resolve concerns received through liaison with relevant health and care professionals on their behalf. Signposting, referring to external or specialist services when requested, to the Feedback team to be managed as a complaint, or as otherwise appropriate with consent.
3. To have a good understanding of the GoJ Feedback Policy.
4. Ensure that work is prioritised so that more urgent or serious cases are dealt with first without jeopardising the speedy resolution of other cases.
5. To manage concerns which may involve frequent contact with patients or members of the public who may be displaying a range of behaviours in highly distressing and emotional situations.

6. To facilitate and attend PALS meetings, ensuring patients, relatives and carers' views are represented.
7. Collaborate with and provide support to colleagues, ensuring users of service are fully aware of PALS, to facilitate speedy local resolution of concerns and queries raised. Collaborate with colleagues to facilitate point of contact early resolution, learning from feedback and action taken to prevent reoccurrence.
8. Maintain an information database ensuring accurate recording and managing of information, to include reporting on data and ensuring this informs service improvements. To ensure regular flow of PALS data and information to executive and management teams and the public.
9. Exercise judgment and analytical skills when scrutinising correspondence for any legal, reputational, risk or safeguarding issues and advise/liaise with relevant departments. Also ensuring that cases are escalated when necessary and referring to the Feedback team.
10. To work closely with PALS manager to actively promote the value of feedback within the organisation and to the public. To include creating effective links and relationships between the service and other departments.

#### **Statutory responsibilities**

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

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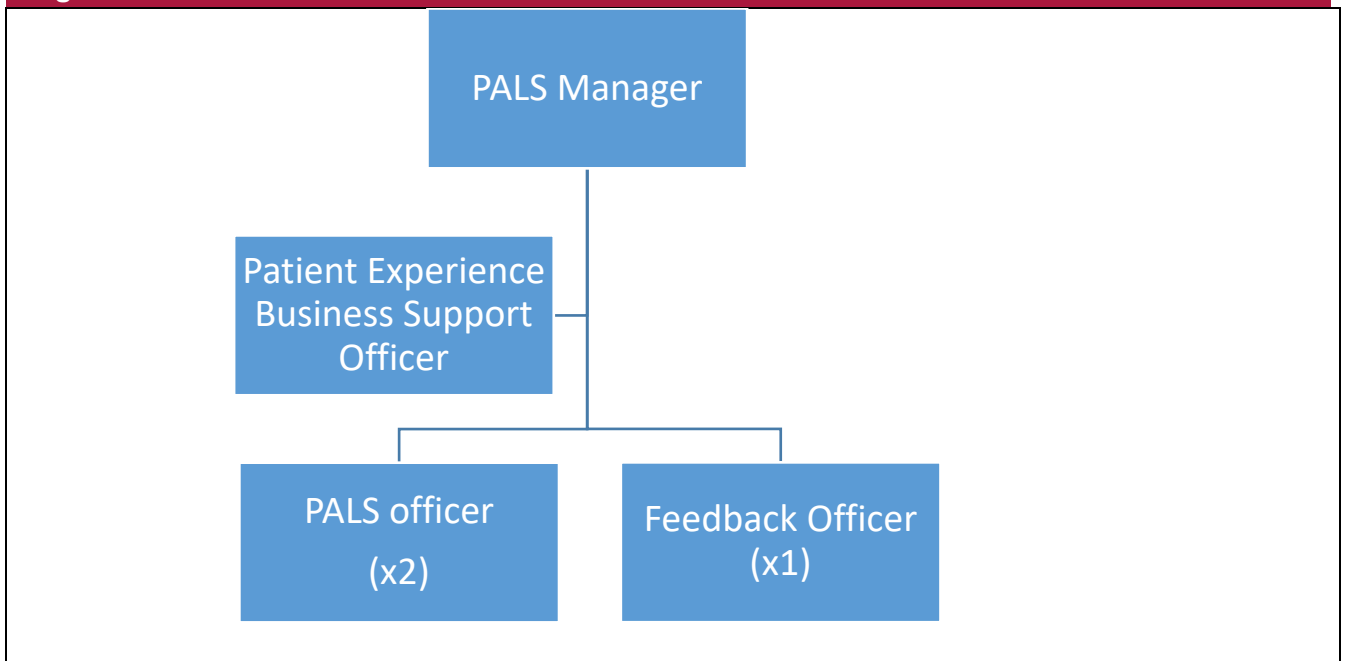
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**Organisational structure**

**One Government Departments**



**Organisation chart**



## Person Specification

### Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	Educated to 'A' level standard, or equivalent qualification	
<b>Knowledge</b>	<p>Knowledge of current organisational priorities</p> <p>Knowledge of GoJ Feedback Policy and PALS core functions and national standards</p>	<p>Understanding of confidentiality, information governance and safeguarding</p>
<b>Technical / Work-based Skills</b>	High level knowledge of Microsoft Office and database applications	
<b>General Skills/Attributes</b>	<p>Evidence of excellent communication skills to include verbal, listening and writing.</p> <p>Demonstrate the ability to communicate with empathy and diplomacy.</p> <p>Excellent communicator in both verbal and written skills across a wide range of staff at all levels.</p> <p>Ability to operate effectively as a member of the team</p> <p>Ability to work with all members of health and care team</p> <p>Well organised and ability to prioritise workload meeting deadlines as agreed</p>	<p>Self-confident and assertive</p> <p>Ability to produce and deliver written and verbal reports</p> <p>Able to identify problems and propose solutions or improvements</p>

<p><b>Experience</b></p>	<p>Experience of working in a role that includes frequent contact with service users/ customers</p> <p>Experience of dealing with issues of a confidential or sensitive nature.</p>	<p>Experience of working with patients and families in a customer services role, including handling complex issues and behaviours.</p>
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**Personal Attributes**

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.