

# Patient Advise and Liaison Service Officer (PALS)

## GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is a national centre of excellence in the provision of specialist children's health care, currently delivering the widest range of specialist care of any children's hospital in the UK. It is the only specialist Biomedical Research Centre for paediatrics, the largest centre in the UK for children with heart or brain problems, and the largest centre in Europe for children with cancer. It works in partnership with the UCL Institute of Child Health (ICH), part of University College London, and together they form the largest paediatric research and teaching centre in the UK.

The hospital at Great Ormond Street is the only exclusively specialist children's hospital in the UK. It does not have an Accident and Emergency department and only accepts specialist referrals from other hospitals and community services. The population of children served by the hospital is characterised by those with multiple disabilities and/or health problems and rare and congenital (present at birth) conditions. Many children need the help of different specialist teams. Improvements in health care and diagnosis mean that many children have dramatically improved survival rates and more therapeutic options than was the case 10 years ago. Sadly though, many of the children cared for at GOSH still have life threatening or life-limiting conditions.

The hospital receives over 255,000 patient visits (inpatient admissions or outpatient appointments) a year, and carries out approximately 18,800 operations each year.

The hospital has 383 patient beds, including 44 intensive care beds (21 CICU, 15 PICU and 8 NICU). Many of the children and young people on our wards require high dependency care or are classed as ward intensive care, requiring one-to-one nursing.

Around 4,100 full-time and part-time staff work at the hospital. The ICH has around 600 staff. Many senior staff have roles in both organisations.

The hospital has approximately 50 paediatric specialties, the widest range of any hospital in the UK, which uniquely enables it to diagnose and pioneer treatments for children with highly complex, rare or multiple conditions. It has 19 highly specialised national services.

<b>Job title</b>	Patient Advice and Liaison Service Officer (PALS)
<b>Division</b>	Nursing and Education
<b>Band</b>	A & C 6
<b>Responsible to</b>	Pals Manager
<b>Accountable to</b>	Director of Nursing & Education
<b>Type of contract</b>	Fixed Term
<b>Hours per week</b>	37.5
<b>Location</b>	Great Ormond Street Hospital
<b>Budgetary responsibility</b>	None
<b>Manages</b>	Supports the Pals Volunteer

## Trust Values and Expected Behaviours

The Trust has developed the Always Values with our staff, patients and families that characterise all that we do and our behaviours with our patients and families and each other. Our Always Values are that we are:

- Always Welcoming
- Always Helpful
- Always Expert
- Always One Team

Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. You can find a full copy of Our Always Values on our intranet.

## **Scope of the role**

The Pals Officer will form part of the Patient Advice and Liaison Service (PALS) team providing a comprehensive patient advice and liaison service to families. The post holder will provide a point of contact for patients, their carers and families who might benefit from help with using the many services in and around the hospital and to assist them in resolving any difficulties they might have.

## **Key working relationships**

### ***Internal:***

*The Patient Experience Team to share knowledge and themes raised by families to improve GOSH service.*

*The Formal Complaints Department to ensure that serious concerns are raised in supportive way*

*The Patient Safety Team to ensure that risks are escalated within the Trust*

*Social Work and Safeguarding to promote the well-being of children and families.*

*The Communications Team to ensure that the Trust manages reputational risk*

*The Executive Office to ensure that parents concerns are responded to within Trust policies and those families are supported promptly.*

*Senior Managers to identify significant/systemic problems and ensure that the appropriate managers are aware of those problems.*

*CAB to ensure that problems that impact on a family to be able to care for their child are supported.*

*Family Support Services such as Transport and Accommodation.*

*Chaplaincy to ensure families have access to spiritual support.*

### ***External:***

*Other Pals Services in Paediatric settings to ensure we share learning and compare services.*

*Camden Council/Healthwatch*

*Local Residents to ensure the Trust responds to the concerns of local residents.*

*Regulatory bodies such as CQC.*

## **Main duties and responsibilities**

- To provide direct support to children, parents, carers and families who have issues/concerns related to the care they are receiving at GOSH or where appropriate another NHS Trust.
- To respond to issues raised by negotiating solutions with appropriate GOSH staff and resolving issues in a collaborative manner.

- To support the Pals Manager in developing mechanisms to improve the outcome of care for children, parents, carers and families within the Trust.
- To assist with the development of protocols, referrals and record keeping systems and their maintenance.
- To participate in the awareness raising of the Pals service for both users and staff and harder to reach groups.
- To participate in training to promote greater understanding of the service and in promoting the service at staff induction.
- To support the Pals Manager in working with outside agencies, including local Pals services, to promote the service.
- Where appropriate to guide children, parents, carers and families to external or specialist advocacy services.
- Where appropriate to guide and support children, parents, carers and families through the complaints process including the drafting of complaints.
- To assist the Pals Manager in providing regular reports to the Directors, Chief Executive, Trust Board and any other appropriate group.
- To share in cover arrangements to ensure that the Pals office is open and occupied at all times during working hours, which includes a rota of Saturday morning working.
- To manage an active case-load ensuring that deadlines are met within the agreed Pals protocol.
- To participate fully in team meetings and case reviews to ensure the sharing and development of good practice and service improvement.
- To keep abreast of changes in NHS and social care legislation and changes in GOSH policy and procedures in order to better support patients and their families.
- To maintain absolute confidentiality regarding patient information at all times.

#### **General**

- Undertake other duties as requested by the Pals Manager appropriate to the grade
- To assist in the provision of information to enquirers working closely with the Patient Information Manager

*This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.*

## **Other information**

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

## **Confidentiality**

On appointment you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of employment should not be used for any purpose other than that intended. Unauthorised disclosure of information is a disciplinary offence.

## **Risk Management**

You will be required to ensure that you implement systems and procedures at a local level to fulfill the requirements of the organisation's Risk Management Strategy including local management and resolution of complaints and concerns, management of SUIs/incidents and near misses. Your specific responsibility for risk management will be clarified to you by your manager at your local induction.

## **Emergency Planning**

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or flu pandemic.

## **Human Rights**

You are required to comply with the regulations of the Human Rights Act 1998 during the course of your employment.

## **Sustainable Development**

You will be required to demonstrate a personal commitment to the Trust's Sustainable Development Plan and to take personal responsibility for carrying-out your work duties in a way which is compliant with this Plan.

# PERSON SPECIFICATION

*Evidence for suitability in the role will be measured via a mixture of application form, testing and interview*

Essential: **E** Desirable: **D**

## Our always values

E	Always welcoming – positive, polite, prompt, responsive
E	Always helpful – respectful, supportive, approachable; caring
E	Always expert – Up-to-date knowledge , strive to provide a quality service, proactive
E	Always one team – informative, mindful, appreciative, open, honest
E	

## Skills and abilities

E	Ability to empathise with families in distress and to negotiate solutions to their problems
E	Tact and diplomacy when dealing with colleague
E	Ability to make public presentations to diverse audiences
E	Ability to produce written reports summarising activities and outcomes
E	Ability to train staff in handling informal complaints and dealing with challenging behaviour
E	Ability to communicate in complex ways e.g. to people with learning difficulties; to people whose first language is not English; people with degrees of deafness; to people exhibiting challenging behaviours.
E	Working knowledge of office IT systems, including databases
E	<u>Accountability</u> – Takes responsibility for own actions and promotes good teamworking

## Education, training and qualifications

E	Educated to degree level, or similar
E	Counselling/advice-giving, advocacy or complaints training
D	Certificated generic counselling
D	Advocacy skills -could include certificated Citizens Advice, or
D	Mediation diploma
D	Conflict resolution accredited training

## Knowledge & Experience

E	Significant work experience within a health or social care setting, including substantial interaction with the public
E	Demonstrable work experience with children and/or families
E	An understanding of the NHS Complaints procedure
E	A working knowledge of rights legislation and policies affecting children and young people, and an understanding of the role of local social care/family support services
E	An understanding of patient confidentiality
E	An additional language, BSL or Makaton
D	Experience of having worked in a paediatric hospital
E	

E Openness – Shares information and good practice appropriately

D