

Senior Pals Officer

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 and young people with heart or brain problems, and the largest centre in Europe for children and young people 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 and young people 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 and young people need the help of different specialist teams. Improvements in health care and diagnosis mean that many children and young people 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 and young people with highly complex, rare or multiple conditions. It has 19 highly specialised national services.

Job title	Senior Pals Officer
Division	Nursing and Patient Experience
Band	7
Responsible to	Pals Manager
Accountable to	Director of Nursing & Education
Type of contract	Fixed Term (two years)
Hours per week	15 hours
Location	Pals Office
Budgetary responsibility	N/A
Manages	Pals Officers, Pals Assistant and Pals Volunteers

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

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Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. These values are extremely important to us and we expect everyone who works at GOSH in any capacity, including employees, bank staff, contractors, agency staff, people who hold honorary contracts, students and volunteers to share and uphold Our Always Values. 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.

The Trust also expects that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of Great Ormond Street Hospital for Children NHS Foundation Trust. Individuals must therefore at all times carry out their duties with due regard to the Trust's Equality at Work Policy.

You can find a full copy of Our Always Values on our intranet.

Scope of the role

The role 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.

Deputises for the Pals Manager in case management, allocating resources, assessing costs and their justification as well as Personal Development Reviews for the PALs team.

Act as a visible and accessible contact-point for providing information for patient, families and the public about the Trust's services and other related health and community services – publicising the service widely within and outside the hospital.

Provide support and development to Junior PALs Staff on a day to day basis

Contribute to policy/SOP changes required within the PALs service

Key working relationships

Internal: *Chief Executive, Deputy Chief Executive, Chair, Chief Nurse, Medical Director, Assistant Chief Nurse for Patient Experience and Quality, Quality Safety and Improvement Team, Complaints Team, Legal Team, Chaplains, Communications internal and external (charity), Senior Clinical and Management staff, Clinical and Administrative staff throughout trust.*

External: *Patients, families/carers and local health professionals, , Working with other external partners i.e. CAB, Contact a Family, Liaising with patients and relative organisations and support groups.*

Main duties and responsibilities

The Senior Pals Officer will need to provide and receive highly complex, sensitive or contentious information in challenging or highly emotive atmosphere.

Act as a visible and accessible contact-point for providing information for patient, families and the public about the Trust's services and other related health and community services To manage annual leave and sickness across the team in the absence of the Pals Service Manager

The Senior Pals Officer will need to communicate service related information and complex case work to senior staff across the Trust as required.

Responsible for agreeing to and signing of budgetary requests such as fare reimbursements with clear governance around the process.

Provide the required training and support to teams across the Trust on the subject of managing conflict in accordance to the Trust policy.

To ensure clear governance around documentation of PALs cases and taking into account GDPR regulations

To keep the team updated with any changes within the team or with wider issues such as policy changes.

Information Governance

To ensure compliance with appropriate legislation, NHS policy and local procedures, including: data standards, service user confidentiality, copyright, data protection.

Analytical & Judgemental Skills

The Pals Service supports patients and their families in managing complex conflicts that often include different practical and emotional needs as well as different rights depending on the clients circumstance and this requires analysis, interpretation and comparison of a range of options.

Planning & Organisational Skills

The needs of the Pals service can change frequently through the day and so the Senior Pals Officer will need to plan and organise broad range of complex activities and adjust those plans or strategies in response to changing needs.

To support the Trust in its learning and development the Senior Pals Officer will review the case work and use it to inform planning patient services strategies across the organisation and incorporating these into other strategies and policies.

Physical Skills obtained through practice. Driving skills, standard keyboard skills.

Responsibility for Patient/ Client Care

The Pals Service provides non-clinical advice and information to patients/clients/relatives regarding the range of services provided at Great Ormond Street. In doing so the Senior Pals Officer will ensure that the advice is in keeping with the Trust policies for safe patient care including safeguarding and other policies.

The Senior Pals Officer will ensure that the service provides advice on a range of issues including the complaints procedure at GOSH and wider health advocacy guidance.

Responsibility for Policy/ Service Development

Responsible for policy implementation.

Responsibility for Financial & Physical Resources

The Pals service holds budgets for fare reimbursement, compensation and support funds to patients and their families. The Senior Pals Officer will be responsible for assessing the appropriateness of any financial support against Trust policies and work to support families with appropriate funds.

Responsibility for Human Resources

Supports the Pals Officers, Pals Assistant and Pals Volunteers

Deputises for the Pals Manager.

Responsibility for Information Resources

The Pals service provides written information on GOSH services, leaflets produced by GOSH about conditions and treatments as well as sources of information on welfare, housing and other support for

disabled children. The Senior Pals Officer will ensure the information provided is up to date and meets the Trust standards.

The Senior Pals Officer will ensure compliance with appropriate legislation, NHS policy and local procedures, including: data standards, service user confidentiality, copyright, GDPR data protection.

The Senior Pals Officer will assist to develop or create reports on a monthly and annual basis to present at the relevant committees in the absence of the Pals Service Manager

Create spreadsheets/maintain database/overall management of Pals information systems.

Responsibility for Research & Development

Devise surveys on Pals service and take action in response to feedback as required

Emotional Effort

The Pals team manage complex cases that include bereavement, safeguarding and aggression. This can be frequent and distressing and the Senior Pals Officer will need to have and demonstrate emotional resilience for themselves and create a culture of emotional resilience in the Pals team.

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 fulfil 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

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 colleagues
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.

Education, training and qualifications

E	Educated to degree level, or similar
E	Counselling/advice-giving, advocacy or complaints training
D	Certificated generic counselling/advocacy skills (generic could include certificated Citizens Advice, mediation diploma or 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
D	Experience of having worked in a paediatric hospital
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	Working knowledge of office IT systems, including databases
E	Ability to communicate effectively with colleagues during periods of stress
E	Able to lead and take responsibility for decisions in the absence of more senior colleagues

E	Proven experience of managing systems and processes of health management within the NHS (eg admissions or office management)
E	Experience of being able to work autonomously in conducting needs assessments including risk assessment of needs of children and families
E	Experience of managing a team