

Child, Young People and Family Information Advisor (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 works at the hospital. The ICH has around 600 staff. Many senior staff has 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.

Job title	Child, Young People and Family Information Advisor (Pals)
Division	Nursing and Education
Band	AFC 4
Responsible to	Pals Advisor and Volunteer Supervisor
Accountable to	Pals Manager
Type of contract	Permanent
Hours per week	37.5
Location	Great Ormond Street Hospital
Budgetary responsibility	None

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 internet as well as the intranet (this is under the Trust Values and Expected Behaviours section)

Scope of the role

1) Pals Support

This 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 warm and friendly 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.

While a family might be upset or angry at perceived failings at GOSH Pals provides an environment where children are encouraged to play and young people are encouraged to ask their own questions. Pals provide tea, biscuits and squash and so keeping toys clean and making tea is your contribution to helping a family, child or young person.

The role will provide data support to aggregate Pals data with other services such as Legal Claims, Complaints, Patient Safety and Safeguarding. The role will administer meetings and provide pre-planned reports for divisions and pan-Trust committees.

The Patient Advice and Family Liaison is based within the Nursing and Patient Experience Division and will cross-cover for similar teams in the Trust such as Patient Safety.

2) Datix Support

To provide a responsive and welcoming service to Datix users. To support the Datix Manager with all tasks related to Datix. Assisting in the administration of the Datix system, provide data input support for the FOI team, Complaints team and others.

Key working relationships

Internal:

Volunteer Services

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

Chaplaincies 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

Patient Safety:

To assist with the development of record keeping systems such as the “Rich Client” Datix and their maintenance

To record case work for colleagues and provide audits of that date to ensure consistent use of thematic designations

To assist the Pals Manager in providing regular reports to the Directors, Chief Executive, Trust Board and any other appropriate group/committees

To participate fully in team meetings and case reviews to ensure the sharing and development of good practice and service improvement. This includes Pals meeting with other services such as Complaints, Legal, Safeguarding and others to aggregate learning from case-work

To maintain confidentiality regarding patient information at all times and in accordance with the Safeguarding Policy and the Information Governance Policy

Advice/Information giving:

Act as a frontline member of the Pals team by answering the phone and welcoming families and patients to our office, and escalate when necessary to senior staff within Pals

To provide information and signposting 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 take day to day responsibility for ensuring that the latest editions of GOSH-produced information is on display outside Pals and in other key locations at GOSH

To identify complex cases that requires escalation to more senior staff within Pals or appropriate colleagues in the Trust.

Liaison with staff and families:

To provide a warm and welcoming environment for children, young people and their carers as well as the general public this includes providing tea, coffee and biscuits or squash

To respond to issues and concerns raised by children, young people or their carers by negotiating solutions with appropriate GOSH staff and resolving issues in a collaborative manner and in line with GOSH policies.

To ensure that there is age appropriate activities for children and young people and to work with the Play Manager to achieve this for the Pals service

To be responsible for the “clean toys” timetable to ensure Pals meets its Infection Control responsibilities.

To work with children and young people to ensure that play is prioritised even during challenging experiences and that play is used to support children in an environment safe from strong emotional content.

To participate in the awareness raising of the Pals service for both users and staff and harder to reach groups.

To provide training to similar banded staff in the use of the Respectful Behaviour Policy.

Where appropriate to signpost children, parents, carers and families to external or specialist advocacy services.

Where appropriate to signpost children, parents, carers and families through the complaints process including the drafting of complaints.

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 working as required.**

To manage an active case-load ensuring that casework deadlines are met within the agreed Pals protocol.

Datix

To work with Pals team and the Datix manager to input case work and files, update the Datix system and take instruction from the Datix Manager regarding changes/improvements in the Datix system.

To be training by the Datix Manager and at times of system reconfiguration to provide support to updating the system.

Cross-cover

To support the wider needs of the Trust with administrative support to providing an accessible service; for example answering the phones for Complaints Team, administrating/minuting meetings, attending weekend events such as the Young Peoples Forum.

General

Undertake any other duties as requested by the Senior Pals Officer or Pals Manager appropriate to the grade. This role will also provide cover to similar roles in Complaints and Patient Experience.

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
E	<u>Mutual respect</u> – Treats others with courtesy and respect at all times

Skills and abilities

E	Ability to empathise with families in distress and to negotiate solutions to their problems
E	Ability to use data in a comparative analysis with other services.
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 and present to staff.
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

D	Experience of using Pals or Complaints Datix applications
D	Mental health, Counselling/advice-giving, advocacy 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	Experience and understanding of managing, training, motivating and supporting volunteers
E	Demonstrable work experience with children and/or families in regards to Safeguarding.
E	Experience of working with parents regarding death and bereavement.
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 and Data Protection legislation.
E	Experience and knowledge of Child and Young people mental health awareness.

E	Working knowledge of office IT systems, including databases such as the Datix “rich client”.
E	<u>Accountability</u> – Takes responsibility for own actions and promotes good team-working
E	<u>Openness</u> – Shares information and good practice appropriately

D	Experience of having worked in a paediatric hospital
D	Supporting parents through the Clinical Ethics process.
D	Experience of supporting staff with death and bereavement.
D	An understanding of the NHS Complaints procedure
D	Experience in meeting administration and management