

JOB DESCRIPTION

Post Title: PALS and PP Administrator (Luton & Bedfordshire)

Grade: Band 3

Hours: 25 hours per week

Responsible to: Governance Lead Beds & Luton

Location: Luton

DBS Check Required (level of disclosure): Enhanced

JOB SUMMARY

The post holder will provide full administrative support for the Trust's Patient Advice and Liaison Service and the Patient Participation team.

Working with the PALS Officer, the post holder will support the Trust in ensuring it learns lessons from PALS in order to continually improve the quality of its services and help to improve the patient experience.

Perform general office duties including answering phone calls, filing and photocopying.

Typing and data entry using general office programs and trust specific computer programs.

Respond to correspondence relating to enquires received by PALS

Assist other team members in their work as required.

JOB SUMMARY

To be the first point of contact for individuals, carer's, relatives and members of the public and may be required at times to discuss and advise accordingly on a range of sensitive issues.

To coordinate and administer a professional service to service users, carers and staff to ensure a high quality, and consistent service is offered to all.

To ensure systematic processes are in place for learning and improvement as a result of issues that may arise.

To provide information and advice to service users on accessing the PALS service and provide help in making their contact with the department as easy as possible.

To assist in the administration and development of a PALS satisfaction survey as required.

- taking part in activities for improving quality
- identifying and managing risks
- maintaining your continuous professional development

Professional Standards

To maintain standards as set by professional regulatory bodies as appropriate.

No Smoking

To refrain from smoking in any of the Trust's premises not designated as a smoking area.

Alcohol

To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.

Dealing With Harassment / Bullying In The Workplace

The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.

Safeguarding Children

To carry out responsibilities in such a way as to minimise risk of harm to children or young people and promote their welfare in accordance with the Children Act 2004 and Working Together to Safeguard Children, HM Government 2006.

Service User and Carer Involvement

ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.

Personal Development

Your development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your manager on an annual basis, with regular reviews. As outlined within the NHS Knowledge and Skills framework.

Equality & Diversity Scheme

The Trust is committed to providing high quality services that are open, equally accessible and culturally competent to all sections of the local communities. Race equality is an integral part of this agenda and our Equality & Diversity Scheme aims to consolidate our existing work and meet our duties under the Race Relations (Amendment) Act. As part of your employment with us you will be required to undertake training to develop your understanding of what your role is in relation to "promoting race equality" and ensuring good relations between persons of different racial groups.

<ul style="list-style-type: none"> ▪ Ability to achieve timescales and manage own time effectively ▪ Experience of handling confidential information and documentation ▪ To undertake various administration and business support tasks and objectives as required by the Complaints Business Support Administrator ▪ Experience of supervising and mentoring volunteers ▪ Providing advice and training in the use of resources ▪ Ability to identify work priorities and manage own workload to meet deadlines whilst ensuring that lower priority work is kept up to date ▪ Development of own procedures ▪ Producing accurate and concise work ▪ Communicating clearly, concisely and confidently, using language and manner appropriate to service users, avoiding jargon ▪ Ability to meet deadlines and manage time effectively ▪ Managing and prioritising workload with a systematic approach ▪ Planning ahead ensuring deadlines are met 	<p>Yes</p> <p>Yes Yes Yes</p> <p>Yes Yes Yes</p> <p>Yes Yes Yes</p>	
	Essential	Desirable
<p>Personal Qualities</p> <ul style="list-style-type: none"> ▪ Excellent communicator at all levels either on the telephone or face to face, ensuring conflict and misunderstandings are resolved efficiently with empathy and diplomacy ▪ Willingness to share information ▪ Good Team player ▪ Organised, flexible, assertive, cooperative and able to multi-task efficiently ▪ Ability to demonstrate a polite and professional attitude and able to work within a customer-focused environment, working on own initiative ▪ Enthusiastic, proactive and a can-do attitude ▪ Remains calm under pressure and responds to dissatisfied service users professionally, with empathy, diplomacy, assertiveness and tenacity ▪ Effective questioning and listening skills adapting communication style appropriately to meet the needs of service users using negotiation, persuasion and judgement skills effectively ▪ Ability to work within confidential environment 	<p>Yes</p> <p>Yes Yes Yes</p> <p>Yes</p> <p>Yes Yes</p> <p>Yes</p> <p>Yes</p>	