**Abbey Medical Practice**

**Job Description and Person Specification**

**Post Title:** Patient Care Liaison Officer

**Responsible To:** Clinical – Partners

Administration – Business Manager & Practice Manager

**Responsible For:** Supporting the clinical team to provide proactive, person centered.

care to the patients of the practice.

**Summary**

The Patient Liaison Officer will enable people to access the services and support they require to meet their health and wellbeing needs, helping to improve people’s quality of life and giving patients consistency with whom they speak to.

**Main Duties and Responsibilities:**

* Work collaboratively with the clinical teams in the practice to identify and manage a caseload of patients with early stages of dementia or memory loss.
* Provide the link to patients identified as requiring one to one advice and support during a difficult time.
* Actively participate in meetings with clinical and management teams.
* Provide the link between our community colleagues and the practice to ensure patients receive a joined-up service and the most appropriate support.
* Work with people, their families, and carers to improve their understanding of the patient’s condition and support them to develop and review personalised care and support plans to manage their needs and achieve better health outcomes.
* Help people to manage their needs through answering queries, making and managing appointments, and ensuring that people have good quality written or verbal information to help them make choices about their care.
* Maintain accurate and contemporaneous notes within the patient EMIS record to ensure colleagues have access to current discussions and decisions.

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
* In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

* The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the practice health and safety policy, the practice health and safety manual, and the practice infection control policy and published procedures. This will include:
* Using personal security systems within the workplace according to practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Actively reporting health and safety hazards and infection hazards immediately recognised.
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holders role.
* Undertaking periodic infection control training (minimum annually)
* Reporting potential risks identified.

**Equality and Diversity:**

* The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:
* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal / Professional Development:**

* The Post-holder will participate in any training program implemented by the practice as part of this employment, such training to include:
* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and / or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Quality:**

* The post-holder will strive to maintain quality within the practice, and will:
* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patient needs.
* Effectively manage own time, workload and resources.

**Communication:**

* The post-holder should recognise the importance of effective communication within the team and will strive to:
* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

* The post-holder will:
* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

PCLO - Job Description updated November 2023

**Patient Care Liaison Officer**

**Person Specification**

**Experience**

**Essential**

* Experience of working in a health or social care setting in a support role in direct contact with people, families, or carers (in a paid or voluntary capacity)
* Experience of working within multi-professional team environments
* Experience of supporting people, their families, and carers in a related role, particularly those with early stages of dementia / memory loss

**Desirable**

* Experience of working directly in a patient care role, adult health and social care, learning support or public health / health improvement
* Experience or training in personalised care and support planning
* Experience of data collection, running reports and using tools to measure the impact of services
* Experience of working with elderly or vulnerable people

**Knowledge and Skills**

**Essential**

* Excellent communication skills (written and oral)
* Strong IT skills including competency in the use of Office and Outlook
* Clear, polite telephone manner
* Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers
* Understanding of, and commitment to, equality, diversity and inclusion
* Strong organisational skills, including planning, prioritising, time management and record keeping
* Basic knowledge of long-term conditions and the complexities involved: medical, physical, emotional and social
* Understanding of the needs of people particularly in relation to promoting their independence
* Ability to work as a team member and autonomously
* Good interpersonal skills
* Problem solving & analytical skills
* Ability to follow policy and procedure

**Desirable**

* EMIS (clinical system) user skills
* Understanding of clinical coding
* Knowledge of the personalised care approach
* Knowledge of Safeguarding Children and Vulnerable Adults policies and processes

**Personal Qualities**

**Essential**

* Polite and confident
* Flexible and cooperative
* Motivated
* Forward thinker
* High levels of integrity and loyalty
* Sensitive and empathetic in distressing situations
* Ability to work under pressure

**Other requirements**

**Essential**

* Disclosure Barring Service (DBS) check
* Access to own transport and ability to travel across the Practice area on a regular basis

**Desirable**

* Flexibility to work outside of core office hours