

Job Description

Job title:	Health Liaison Officer
Reporting to:	Service Operations Manager
Location:	Cambridge and Peterborough

Job Purpose

As the Health Liaison Officer you provide a range of support services to our service users across Cambridge and Peterborough. The role centres on stakeholder management to achieve joined-up and integrated care outcomes for patients.

Main Duties and Responsibilities

- Patient engagement to ensure that patient's views and feedback are gathered to drive improvements to the service.
- Publicising and arranging events such as Open Days, Wheelchair User Test Track Training in addition to the Service User Forum meetings.
- Creating a Person-Centred service, where the design and culture of the Wheelchair Service centres on individual service user's wishes and how they like to be cared for.
- Engaging with carers and carer groups, and introduce initiatives such as the carer's assessment and engage or solicit support from the wider health and social care community.
- Agreeing working practices with health and social care teams (e.g. Stroke Teams, Paediatric Teams, Tissue Viability Service), in order for clinicians (who are conducting wheelchair assessments), to secure advice and support from specialists in the NHS and Local Authority Social Care.
- The role will include organising training for hospital staff to issue wheelchairs to patients.
- Liaison with NHS Commissioners regarding integration with strategic plans.
- Maintaining, developing and improving AJM's service user experience through the use of user forums.
- Representing AJM Healthcare on specific committees and working groups.
- Keeping up-to-date with all factors affecting the service.

Person Specification

We are looking for someone who has the following experience and qualities:

- Minimum of 8 years in the Health Sector or Social Care
- Working knowledge of general practice and the NHS
- Experience in leading projects and developing plans to deliver to targets
- Excellent interpersonal skills including advanced communication skills, both written and verbal

- Good presentation skills and ability to speak publicly
- Good networking skills and confidence in liaising and building strong relationships with stakeholders at all levels internal and external to the organisation
- Ability to prioritise, work to tight and challenging deadlines, and manage complex and multiple pieces of work
- Ability to manage time and delegate effectively
- Enthusiastic with energy and drive, Self-motivated and able to work with minimal direction
- Full driving licence and the ability to travel between locations

Additional Information

Professional Standards

All staff must comply with the AJM Healthcare Code of Conduct.

Equal Opportunities and Dignity at Work

It is the aim of AJM Healthcare to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end AJM Healthcare has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Appraisal

All staff will actively participate in an annual Appraisal process. All staff should have a personal/professional development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities.

Safeguarding

AJM Healthcare is committed to safeguarding and protecting children and vulnerable adults. All health employees have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to AJM's Records Management Policy. Staff should be aware that patients' records throughout AJM Healthcare will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with AJM Healthcare Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and AJM Healthcare Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by AJM Healthcare to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within AJM Healthcare is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow AJM Healthcare infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in AJM Healthcare. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

Job Description

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post-holder.