

- > **Job Title:** Patient Adviser (PASS, Patient Advice and Support Service)
- > **Responsible to:** Manager
- > **Employer:** Moray Citizens Advice Bureau
- > **Closing date:** Friday 16th May 2025 (12.00 noon)
- > **Interviews:** Week commencing 26th May 2025
- > **Location:** Moray
- > **Hours per week:** 21 (work pattern, Wednesday, Thursday and Friday)
- > **Type of contract:** Fixed Term: the post is funded until 31 March 2026, an extension is subject to further funding
- > **Salary:** £15,746.64

About the role

Moray Citizens Advice Bureau, based in Elgin provides free, independent and impartial information and advice to the people of Moray. We deliver a holistic service offering generalist advice on a range of topics including Benefits, Housing, Employment, Consumer, Utilities, Debt, Family and Personal. Enhancing our generalist service, we have specialist advisers focusing on more complex issues requiring representation and support. We also operate an Outreach service in the rural areas of Moray.

We are currently recruiting for the post of Patient Adviser and are looking for a self-motivated individual to provide support to clients to give feedback, comments, raise concerns or make complaints about NHS care and / or treatment in Scotland. The Patient Adviser will also help deliver services provided throughout Scotland via the PASS national telephone helpline, by email and webchat.

Full training will be provided.

The Patient Adviser will support bureaux volunteers and liaise with external organisations, provide performance and monitoring reports, assist with marketing and promoting the service.

The Patient Rights (Scotland) Act 2011 created the Patient Advice and Support Service (PASS) to promote awareness of patient rights and responsibilities.

Job description

Key responsibilities: The Patient Adviser will:

- Provide information, advice and support about the services that the PASS provides.
- Provide face to face, telephone, email and / or webchat support to clients based on their needs.
- Where appropriate, represent clients wishing to make complaints, raise concerns or give feedback where the case is complex and may require a high level of support.
- Direct clients to other reliable sources of advice and support.
- Direct clients to organisations providing representation and advocacy services.
- Maintain expertise in relevant legislation and guidance, e.g. NHS, Welfare Rights.
- Provide information, advice and support to prisoners, where appropriate as agreed with local prison/s.
- Provide training and support to bureaux volunteers and advisers.
- Maintain detailed statistical case information to produce quarterly reports for Health Concerns and Client Profiles for Citizens Advice Scotland (CAS) and NHS Health Boards.
- Provide case studies.
- Publicise the PASS service to ensure clients, health professionals, and health care providers are made aware of and know how to access the service.
- Liaise with and establish good working relationships with statutory and voluntary organisations.
- Attend local meetings to represent Moray CAB in relation to PASS.
- Ensure all work conforms to Moray CAB's policies and procedures.
- Attend staff / team meetings as required.
- Adhere to health and safety guidelines
- The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

Person specification: Knowledge, skills and experience

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of dealing with the public in a customer service environment. • Writing formal letters and preparing reports, plans and proposals • Preparation and presentation of case work • Experience of conducting negotiations in a non-confrontational manner 	<ul style="list-style-type: none"> • Experience in working with volunteers • Experience of delivering presentations • Experience in giving advice to members of the public • Experience with telephone and webchat advice giving
Skills and attributes	<ul style="list-style-type: none"> • Ability to work as part of a team and independently • Ability to communicate and establish good relationships • Ability to deal with difficult situations in a calm, effective manner • Ability to communicate effectively, both orally and in writing • Ability to network with other groups within the community • Ability to navigate, work within and adhere to a defined procedure (ie the NHS (& Social Services Complaints procedure) 	<ul style="list-style-type: none"> • Understanding of the needs of people who may be vulnerable, anxious or under stress • Ability to promote the service to different groups of people, eg NHS staff, voluntary groups and the general public
Knowledge	<ul style="list-style-type: none"> • An excellent knowledge of email, the internet, Microsoft software, case recording systems 	<ul style="list-style-type: none"> • Knowledge of NHS organisations, medical terminology and procedures • Knowledge of local voluntary organisations • An understanding of how life circumstances can impact on a person's health and well being • A knowledge of welfare benefits
Values and Attitudes	<ul style="list-style-type: none"> • An understanding and commitment to the aims and 	

	principles of the CAB service and to the policies and procedures of the Bureau	
Other	<ul style="list-style-type: none">• A willingness to identify and undertake relevant training• Ability to work flexibly and to travel to a variety of locations within the area as and if required	

How to apply: please contact:

Mary Riley, Manager

Tel: 01343 559001 or Email: bureau@moraycab.org.uk

Ask for an application pack in person at 6 Moss Street, Elgin, IV30 1LU Mon to Fri 9.30 am to 12.30 pm.

Additional requirements

- The post is subject to a Basic Disclosure Check
- CV's not accepted

The Moray Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.

Charity number: SC018026

Charity name: Moray Citizens Advice Bureau