PATIENT & FAMILY LIAISON (CLINICIAN)

VACANCY INFORMATION PACK
INTRODUCTION
FROM THE CEO

Hello,
It is my pleasure to extend a warm welcome to you as you consider joining our EHAAT family. The team who work with us are our most important asset.

Upon joining us, you will become part of a dynamic, fast growing organisation which is committed to being a safe and effective clinical care provider.

All of our actions are guided by our values – passionate in going the extra mile, professional in treating everyone as they would wish to be treated, innovative in driving forward best clinical practice, inclusive in creating a safe environment where everyone feels comfortable being themselves, trustworthy in working openly and honestly and dedicated because we care about the cause, our patients and each other.

We very much consider ourselves a family, and we hope that anyone who chooses to join us will feel as privileged as we do to work for such an amazing Charity. We have plans in place for a very exciting future and we would love you to join us on our journey!

Yours sincerely

Jane Gurney
Chief Executive Officer
OUR MISSION STATEMENT

Our aim is to save lives, reduce or prevent disability, or suffering from critical illness and injury, by delivering a first class pre-hospital emergency medical service to the people of Essex, Hertfordshire and surrounding areas.

Our highly skilled and specially trained pre-hospital care doctors and critical care paramedics work alongside our regional partners using helicopters and rapid response vehicles fitted with state-of-the-art life-saving equipment. Our critical care teams are dispatched by the East of England Ambulance Service NHS Trust.

We are here to assist everyone who lives, works, or is travelling through the region. The service is provided by the Charity free of charge to patients of all ages, from every background and faith, who require the most advanced clinical care.
It’s what we say, it’s what we do, it’s who we are…

**PASSIONATE**
We believe in our cause and are totally committed to the service we provide. The energy and enthusiasm we show demonstrates our motivation to sustain what we do.

**TRUSTWORTHY**
We are credible and honest; we do what we say we’ll do and we deliver high standards. We meet the needs of the patients we serve and we won’t let them down.

**PROFESSIONAL**
We show professionalism in every way, ensuring we do even the simple things well and that we portray the right image for our brand. We treat everyone as they would wish to be treated.

**DEDICATED**
We are loyal, kind, compassionate and considerate to each other – and to the patients we serve. We pull together as a family to achieve a common goal. We care about the cause and about each other; we are never off-duty.

**INNOVATIVE**
We drive forward clinical innovations and constantly look for ways to improve what we do – encouraging initiative, being creative, learning from our mistakes and being open to making changes when needed. We are successful and lead from the front with huge drive, determination and energy.

**INCLUSIVE**
Our goal is to attract, develop and retain talent from across society. This requires a culture of inclusion where all individuals feel respected and are treated fairly. Colleagues must act appropriately and treat each other with respect by listening to different viewpoints, opinions, thoughts and ideas, embracing and actively promoting a culture of inclusion.
JOB DESCRIPTION

Job title: Patient & Family Liaison (Clinician)

Reporting to: Head of Patient & Family Liaison

Based at: Earls Colne

Contract: Permanent

Working pattern: Part Time, 3 days (22.5 hours) per week

Annual leave: 14 days annual leave entitlement, plus bank holidays

Salary: Competitive (NHS Band 6-7 equivalent)

Pension: Automatic enrolment to our Scottish Widows Pensions Scheme after 3 months

Potential development opportunity as secondment via NHS employer at Band 6-7
JOB PURPOSE

Responsible for the safe, compassionate, effective and high-quality delivery of vital post trauma or medical support and guidance for our patients and families, assisting their recovery and transition back to independent living.
KEY RESPONSIBILITIES

- Be the point of contact for Patient’s interactions within EHAAT

- Support the physical and mental wellbeing of EHAAT Patients by ensuring they receive appropriate information about their care.

- Provide bed side visits at designated hospitals.

- Further aid patients and families by signposting to appropriate care and advice providers.

- Lead on the development of data sharing agreements at designated hospitals allowing for the safe passage of information from hospital to the EHAAT clinical team.

- Build relationships with Trauma, Cardiac and other Networks within our region to ensure effective data sharing. Including patient outcomes, TARN and other patient data.

- High level of understanding regarding patient consent and confidentiality.

- Work closely with the Comms team to ensure patients who wish to share their story to provide positive PR for the Trust continue to be supported and protected.

- Organise and host base visits for patients, families and/or bereaved families advising the Comms team where appropriate.

- Act in such a way that at all times safeguards the health and well-being of children and vulnerable adults and ensure services abide by the Trust’s safeguarding policies

- Flexibility in working hours to facilitate base visits and assistance with other charity events

- Assist in the development of EHAATs school CPR programme, delivering regular training session in schools across Essex and Hertfordshire

- Act on your own initiative and use discretion to determine the appropriate action required for all enquiries including identifying the most suitable respondent / individual to resolve the query, using contacts and networks within and outside the organisation to facilitate a prompt response.

- Assist with the implication of patient feedback questionnaires and deal with any identified learning needs

- Collate and review patient feedback as part of our evidence gathering for the Care Quality Commission and continued learning.

- Work closely with the Clinical Research Officer to allow data collection to facilitate research.

- Present at and attend clinical governance meetings as requested
PERSON SPECIFICATION

ESSENTIAL

• Current registered health care professional.
• Ability to maintain clinical competencies and CPD portfolio.
• Ability to translate complex clinical information for patients, relatives and/or next of kin.
• Excellent communication and interpersonal skills
• Positive, proactive and reliable
• IT literate with good knowledge of Microsoft Office and other software packages
• Ability to work from either our Earls Colne HQ and North Weald sites.
• Full UK driving licence with access to own transport.

HOW TO APPLY

Apply with a CV and covering letter to Fiona Hurd, HR Assistant at fiona.hurd@ehaat.org
Offers of appointment will be subject to the receipt of satisfactory references.

INFORMATION IF YOU HAVE A DISABILITY

We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to complete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

NOT THIS VACANCY?

Why not join us as a volunteer? If you would like to know more about becoming a volunteer visit our website ehaat.org or send an email to volunteer.team@ehaat.org
“I just wanted to say it felt really good to be able to speak honestly, and reassuring that the organisation are so keen to act on lessons learned. I feel so supported and admire decisions being made, and how inclusive EHAAT is to everybody’s individual circumstances”.
“I never thought about the importance of a strong ‘work family’ but I realised what a team can make out of strangers when I came to EHAAT. Common beliefs, common values, and an organisation that cares about both our success and our welfare. It’s like raising children, teaching us skills, discipline and helping us build our self-confidence so that we can think bigger and achieve more”.
At Essex & Herts Air Ambulance we recognise that wellbeing and performance are linked. Improving your ability to handle pressure and to balance work and home life can ultimately lead to improved individual and organisational performance and bring benefits to our team and our business.

As a business, our objective is to drive the understanding that our team members may need additional support from time to time and also that they are still more than capable of achieving within their role.

Our commitment to the wellbeing of our team is demonstrated with our Mental Health First Aiders, regular Mental Health training for our managers, Mental Health & Wellbeing Action Group and Chaplain support. EHAAT is committed to creating a supportive and open culture, where colleagues feel able to talk about mental health confidentially. To demonstrate this, we have signed the ‘Charter for Employers Positive about Mental Health’ making us a registered ‘Mindful Employer’. 
“THEY SAVED MY DAUGHTER’S LIFE”.

Two-year-old Charlotte’s airway became obstructed whilst eating lunch at nursery. She was turning blue when Essex & Herts Air Ambulance’s critical care team arrived and performed advanced techniques, allowing oxygen back into her lungs. Charlotte was then anaesthetised and flown to Addenbrooke’s Hospital, where she was woken by the hospital team the following day.

After such a long time without oxygen, there were fears of neurological damage. Amazingly Charlotte awoke with just a cough and croaky voice. A few weeks later, she visited the airbase to meet the team who saved her life.

This was all possible because of all the passionate, dedicated, hardworking EHAAT team that work behind the scenes…
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