

ROLE PROFILE

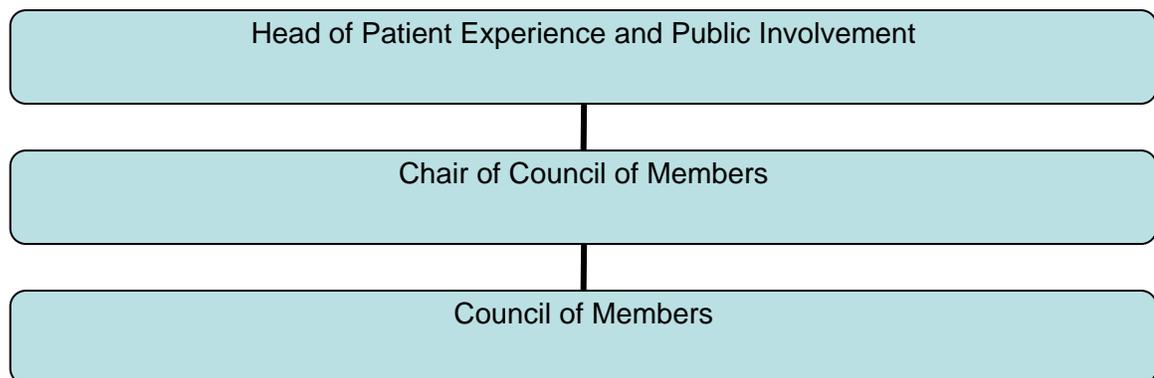
1. Job Details	
Job Title:	Trust Council Member
Band:	Not Applicable
Salary:	Not Applicable
Reports to (Title):	Head of Patient Experience and Public Involvement
Directorate:	Nursing Directorate- Corporate Services
Department/Ward:	Patient Experience
JD Number:	Not Applicable
	<p style="text-align: center;"><u>Our Vision</u></p> <p>An NHS organisation that continually strives to improve patients' experiences and outcomes.</p> <p style="text-align: center;"><u>Our Values</u></p> <div style="display: flex; justify-content: space-around;"> <div style="background-color: #0056b3; color: white; padding: 5px; text-align: center;"> <p>Safe & effective</p> <p style="font-size: small; color: white;">We will work collaboratively to prioritise the safety of all within our care environment.</p> </div> <div style="background-color: #800040; color: white; padding: 5px; text-align: center;"> <p>Kind & caring</p> <p style="font-size: small; color: white;">We will act in the best interest of others at all times.</p> </div> <div style="background-color: #008000; color: white; padding: 5px; text-align: center;"> <p>Exceeding expectations</p> <p style="font-size: small; color: white;">We always aim for excellence.</p> </div> </div> <p style="text-align: center;"><u>Strategic Objectives</u></p> <ul style="list-style-type: none"> ❖ Create a culture of compassion, safety and quality ❖ Be in the top quartile for all performance indicators ❖ Proactively seek opportunities to develop our services ❖ To have an effective and well integrated organisation that operates efficiently ❖ Maintain financial health – appropriate investment enhancement to patient services ❖ Attract, retain and develop our staff & improve employee engagement
2. Job Summary	
<p>The post holder will be required to provide high quality, strategic support to the Trust's overarching vision and values, and Patient Engagement and Public Involvement strategy, from a patient or carer perspective.</p>	
3. Main Duties & Responsibilities	
<ul style="list-style-type: none"> • To use own experiences of being a patient or carer, to evaluate and support development of Trust patient related strategies and initiatives 	

- To support the establishment of a review on the Trusts' compliance with the Care Quality Commission's (CQC) five quality domains and responsibilities
- To review the CQC action plans and Trust preparedness for assurance
- To support the development of the Trust annual Quality Accounts document
- To review the integrated Quality and Performance report
- To review the Trust Board Assurance Framework and Trust Risk Register against the Trust's aims and objectives
- To review action plans from patient feedback including Friends and Family tests, complaints, and patient surveys
- To receive feedback from Public Trust Board meetings
- To review the implementation of the patient experience and engagement strategies for effectiveness
- To advise the organisation on how patient experience may be improved
- To be part of a reader group for the development of Trusts strategy/ policy/ information in development, from a service user perspective
- To engage with the organisation where required in terms of providing individual member views
- To act as a 'critical friend' in reviewing of Trust related strategies and initiatives, and challenge appropriately where required

The post holder will also be expected to:

- Attend a stated minimum number of Trust Council meetings per year, and participate in any additional sub- committees, other internal Trust meetings, or staff training events, as required
- Commit to own personal training and development opportunities
- Attend internal and external stakeholder and public engagement events
- Act as an ambassador for the Trust, and to speak and act in the best interests of the Trust at all times
- Represent the Trust within the local community, and to enable public and patients' views to be reflected and embedded at a strategic level within the organisation.
- Work as a member of a team and be loyal to collective decisions made by the Council
- Show a commitment to Equality and Diversity principles

4. Organisational Chart



This job description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

Infection Prevention

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

Equal Opportunities Policy

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

Data Protection

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

Customer Care

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Smoking Policy

The Trust provides a smoke-free work environment.

Confidentiality

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your employment (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to [NHS Constitution for England - Publications - GOV.UK](#) that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

AfC PERSON SPECIFICATION

This document describes the qualities required for a post-holder that are not captured by the JD.

SPECIFICATION	DESCRIPTION
Qualifications	Basic level of education including Maths and English
Experience/Skills	<p>Experience of being a patient or carer who has used the services of the Trust within the last 5 years</p> <p>Understanding of the services and remit offered by the Trust</p> <p>Understanding of the current NHS framework and challenges faced</p> <p>Awareness of the Trust complaints system and Friends and Family test</p> <p>Previous experience of being part of a patient or carer forum or user group would be advantageous</p> <p>Have an interest in the Trust and support its vision and values, and be committed to supporting future developments</p> <p>Ability to maintain confidentiality around sensitive Trust and patient information gained during the course of duties</p> <p>Ability to prioritise any delegated tasks and be able to work to deadlines</p> <p>Emotional resilience in dealing with potentially challenging situations, and exposure to sensitive/ potentially distressing information</p> <p>IT skills including experience of using standard MS office software, and understanding of corporate social media use</p>
Communication Skills	<p>Sound communication skills in listening, speaking, and writing</p> <p>Skills in influencing and negotiating</p> <p>Ability to express views objectively with a constructive purpose</p> <p>Confidence in approaching and working with senior level Trust staff including clinicians</p> <p>Ability to present to a group</p> <p>Ability to read, analyse, and interpret data including standard reports, graphs, and spread sheets</p>
Flexibility	Ability to meet minimum attendance expectation for Council meetings, which may occur within or outside of standard business hours
Other	The post holder may occasionally be subject to potentially sensitive or distressing information

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification

	Designation	Name	Signature	Date
Post Holder				