

Patient advocate

Role description	<p>Provide additional informational support to the citizens, presenting them with relevant details about the vaccination, adverse reactions and process.</p> <ul style="list-style-type: none"> • Confidently convey NHS messaging on the vaccination in line with national guidelines. • Respond to any citizen queries and concerns and escalate any issues to the supervisor. • Notify a Registered Healthcare Professional of any adverse reactions. • Ensure patients are comfortable and reassure them pre and post vaccine, signposting them to relevant external resources as needed. • Provide enhanced support to those requiring it (e.g. those who cannot queue standing or citizens with impairments). • Working collaboratively with small diverse teams including our NHS doctors, nurses, and other staff. • Recognise and respond to citizen’s needs. This may include supporting people with impairments. • Completion of documentation associated with the administration of the vaccine, ensuring compliance with regulated requirements. • Work with other volunteers and NHS colleagues to deliver a vaccination service including escalating problems outside your scope of training to an appropriate person.
Job specification	<p>Qualifications and Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of routine work practices and procedures achieved through induction and on the job training. • Basic life support training. • Enhanced DBS check completed <p>Experience:</p> <ul style="list-style-type: none"> • Experience of working in a similar customer service role. <p>Skills:</p> <ul style="list-style-type: none"> • Delivering at pace. • Communication. • Collaboration. • Organisational skills. • Problem solving. Aptitude and Abilities: • Ability to communicate in a calm and professional manner. • Ability to work within the team by being clear about the expectations of the roles of team members and provide support when required (rota functions). • Recognise own limitations and seek support from others. • Act in a way that supports equality and values diversity. <p>Values:</p> <ul style="list-style-type: none"> • Show empathy and compassion towards others and treats people with dignity and respect. • Show resilience, adaptability and flexible approach as situations arise. • Be able to follow instructions as given by clinical professionals as well as act on your own initiative within your scope of training