

PERSON SPECIFICATION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

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| Job/Position Title: | Family Liaison Officer Lead |
| Department/Location: | The post holder is expected to be based at Trust Headquarters but will be equipped and expected to work agilely across the organisation |
| Grade/Band: | Band 7 – Fixed Term Contract |

| Criteria for Selection | Essential | Desirable | Measurement Application Form - AF Interview - IN Assessment – AS |
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| Education/Qualifications <ul style="list-style-type: none">• Masters Degree level or equivalent experience• Evidence of continuing professional development• Registered RMN | ✓ ✓ | ✓ | AF/IN/AS |
| Knowledge <ul style="list-style-type: none">• Knowledge and understanding of the NHS Patient Safety Incident Response Framework.• Knowledge and understanding of Duty of Candour and Being Open.• Knowledge of incident reporting systems. | ✓ ✓ ✓ | | AF/IN/AS |

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| <ul style="list-style-type: none"> • Knowledge of confidentiality and GDP regulations. | ✓ | | |
| <ul style="list-style-type: none"> • Able to investigate and analyse incidents. | ✓ | | |
| <ul style="list-style-type: none"> • Able to provide and receive complex, sensitive or contentious information. | ✓ | | |
| <ul style="list-style-type: none"> • Excellent communication skills – written, verbal and presentational. | ✓ | | |
| <ul style="list-style-type: none"> • Empathy, ability to deal with distressed and highly sensitive patients/relatives relationships | ✓ | | |
| <ul style="list-style-type: none"> • Excellent organisational skills demonstrating the ability to prioritise and manage a number of conflicting requirements and complex issues in a professional manner. | ✓ | | |

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| <ul style="list-style-type: none"> • Excellent report writing skills and ability. • Ability to challenge conflicting views at any level within the organisation. • Ability to understand and analyse complex data. • Investigative skills and competencies. • Experience of incident and risk management. | ✓ ✓ ✓ | ✓ ✓ | |
| Skills/Experience <ul style="list-style-type: none"> • Literate in IT/Computer Skills. • Good oral and written communication skills based on fluency on the English language. | ✓ ✓ | | AF/IN/AS |
| Personal Qualities <ul style="list-style-type: none"> • Shares the Trust's Beliefs and models this in their attitude and behaviour: • Ensures that the organisational values We Care, We Learn and We Empower are demonstrated by self and others | ✓ ✓ | | AF/IN/AS |

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| <p>every day and that any matters of concern are addressed in a timely way, either directly; or raised with the relevant Line Manager; or through the relevant processes within the Trust as appropriate</p> <ul style="list-style-type: none"> • Proven ability and knowledge of techniques that can support and motivate staff in ensuring their recovery from consistent exposure to adverse events • Credibility and enthusiasm for patient safety Values, diversity, inclusion and difference; operating with integrity and openness • Resilience and coping mechanism for delivery with high turnaround of work activities | <p>✓</p> <p>✓</p> <p>✓</p> | | |
| <p>Additional Qualities</p> <p>Fitness Analysis as appropriate.</p> <p>Ability to travel across sites and across Trust</p> | <p>✓</p> <p>✓</p> | | AF/IN/AS |

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| boundaries to attend meetings, etc. | ✓ | | |
| Corporate <ul style="list-style-type: none"> • Full UK Driving Licence • Ability to Travel across Trust sites as required | ✓ | ✓ | AF/IN/AS |

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