

# Patient Support & Advocacy Officer



**Job Title:** Patient Support & Advocacy Officer

**Reporting to:** Regional Project Manager

**Location:** Greater London. Based at home/preferred place of work, situated in the region to regularly travel to assigned renal units.

**Hours: Full time** (35 hours Monday to Friday). Must be sufficiently flexible to work irregular hours as demanded by the requirements of the post.

**Salary:** £28,000 per annum (full time equivalent)

**Ensuring no one faces  
kidney disease alone**



## About Kidney Care UK

Around 7 million people in the UK live with chronic kidney disease (CKD), and 1 million of them don't know that they do.

Over 68,000 are treated for end-stage kidney failure, relying on dialysis or a transplant to keep them alive.

Treatments are gruelling and relentless and impact patients' ability to work, maintain social interaction and live the lives they choose.

For over 45 years, Kidney Care UK has been at the forefront of supporting people with kidney disease. From our early days when we campaigned to introduce donor cards in the UK, we have worked hard to support and represent the interests of everyone affected by kidney disease.

**Over 68,000**  
people in the UK are being  
treated for kidney failure



In the UK, over  
**7 million people**  
have chronic kidney  
disease (CKD)



around  
**30,000**  
are on dialysis in the  
UK right now

**Providing  
practical,  
emotional, and  
financial support**



## About the Patient Support & Advocacy Service

The Patient Support & Advocacy Service provides practical, emotional, and financial support for anyone affected by chronic kidney disease.

Whatever the need presented, we empower people living with CKD and their families and carers to understand their options and make informed choices to positively navigate their experience of CKD.

We'll walk alongside them for as long as they need us to.

## Safeguarding

Kidney Care UK is committed to safeguarding and promoting the welfare of children, young people and Adults at Risk and expect all staff and volunteers to actively support this commitment. An enhanced DBS check will be required for this role.



## Role purpose

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To engage with kidney patients, their families, and carers as a source of information, support, and advocacy, in order to improve care and wellbeing outcomes for patients. This may be in the hospital or other care setting, on the phone, online or face-to-face in a mutually acceptable public place. The role will cover the main renal unit and satellite dialysis units across your designated area, and regular travel and attendance is expected across all sites.

You will be expected to deliver Kidney Care UK's Patient Support & Advocacy Service across the region, raise awareness of the service and the charity and build strong relationships with kidney patients, professionals and other kidney stakeholder groups in the region.



# Responsibilities

- With support, establish the Kidney Care UK Patient Support & Advocacy Service in the region so patients, their families, carers and professionals to access independent support on social, financial, health advocacy and wellbeing
- Be responsible for the day-to-day delivery of the Patient Support & Advocacy Service across the region and the effective management of a caseload. This involves regular attendance at renal clinics in the region, building relationships with health and care professionals and being available for patients in the renal unit, on the phone or online, or to meet at a mutually convenient public location
- To support patients to build the skills and confidence needed to positively navigate the challenges presented by health, social care, benefits, and financial support pathways, and to overcome barriers and promote independence
- To support patients to connect with services to ensure that they are engaged in shared decision making and that their voice is central to shaping the care and support they receive
- To raise awareness of Kidney Care UK and the benefits of the Patient Support & Advocacy Service amongst kidney patients, their families, carers, and professionals across the region
- To be a primary source of, or gateway to, local information and access to:
  - Kidney Care UK Money & Energy Advice services, supporting income maximisation
  - Kidney Care UK Patient Grants programme, raising awareness of the programme and supporting applications
  - Kidney Care UK Counselling Service and other appropriate services to meet patients emotional and psychological needs
  - Reliable and accurate patient information relating to kidney disease, patient pathways, models of care, and patient choice
  - Benefits and finances, including employment, housing, and grants from charities including Kidney Care UK benefits and welfare service
- To provide insight on patients' concerns and unmet needs to inform Kidney Care UK research, campaigns, and new service development activity
- To maintain patient records to allow effective reporting on key performance indicators about patient activity and service outputs
- Identify and create relationships with key services and professionals across the region, to ensure patients, their families, and carers can easily access the Patient Support & Advocacy Service
- To work in a way that respects the personal, social, cultural, and spiritual needs of the individual and maintains the confidentiality of information they may have shared with you

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

## Person specification

Skills, experience and knowledge	Essential	Desirable
School leaving qualifications GCSEs and/or A-levels	✓	
Additional qualification(s) in advocacy/social work/health and social care		✓
Experience of working within advocacy, social work or health and social care sector	✓	
Excellent PC skills including Microsoft Office Word, PowerPoint and Excel. Ability to capture and record data in a central database	✓	
Excellent communication skills including the ability to communicate effectively in writing and verbally to a wide range of people	✓	
Excellent interpersonal skills including the ability to listen	✓	
Experience of assessing individuals needs accurately and sensitively	✓	
Ability to deal professionally, calmly, and sympathetically with people affected by kidney disease	✓	
Ability to travel independently throughout the area	✓	
Experience of kidney disease (lived or professional)		✓
Experience of supporting individuals with one or more long-term conditions		✓
Understanding of the workings of NHS patient care pathways		✓
Knowledge of relevant UK benefits legislation and entitlements		✓
Experience of delivering patient support services in a kidney or related health condition environment		✓
Experience and understanding of UK safeguarding guidelines in relation to vulnerable adults and children		✓

## How to apply

Please apply through Charity Job, including your CV and a covering letter outlining why you would be perfect for this role.

Applications will be accepted on a rolling basis until Friday 5 July 2024



# Employment benefits

## ✓ Pension

- Employer contributes 8% with minimum employee contribution of 2%

## ✓ Flexible working

## ✓ Retail discounts

## ✓ Generous annual leave

- 25 days annual leave (pro-rata for part time), plus Bank Holidays and three days between Christmas and New Year

## ✓ Cycle2Work Scheme

## ✓ Employee Assistance Programme

- Financial and debt advice service
- Access to range of online resources, podcasts, and advice
- 24/7 access to free, qualified counsellors (and up to eight face-to-face sessions per year)

## ✓ Health Cash Plan

- Claiming back towards the cost of routine medical and health treatments
- Discounted health club/gym membership for participating gyms
- Access to Virtual GP and prescription service, digital physiotherapy, as well as a health and stress helpline

## ✓ Family leave

- Enhanced Maternity, Paternity and Adoption Pay

