

Job description

Job title	Patient Support & Advocacy Officer
Reporting to	Regional Project Manager
Location	Based at home, situated across the South West Scotland region including regular travel to assigned renal units in Ayrshire and Dumfries & Galloway.
Hours	17.5 hour per week. Must be sufficiently flexible to work irregular hours as demanded by the requirements of the post.
Contract	Fixed term post until the end of May 2026
Salary	£28,629 pa full time equivalent

Role summary and purpose

An opportunity to provide practical, emotional, and financial support for anyone affected by chronic kidney disease. You will 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 units and satellite dialysis units across your designated area in Ayrshire and Dumfries & Galloway. Frequent travel and attendance is expected at some sites.

Key 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

Person specification Patient Support & Advocacy Officer

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