

Job Description

Post	Patient Information Officer (permanent, full time)
Job Ref	S/22
Location	Edinburgh/flexible
Department	Lived Experience and Clinical Practice
Reporting to	Senior Patient Information Officer
Responsible for	This post has no direct reports

Job Summary

This role provides a rewarding opportunity to develop the range of patient information that Myeloma UK produces for myeloma patients, family members, carers and friends.

Our information covers a wide range of topics from diagnosis, treatment and care, and living well with myeloma. Information is available both online and in print. The variety offers an opportunity for the post holder to work with a range of stakeholders and topics.

The Patient Information Officer will maintain, develop and deliver accurate printed and online information (written and audio/visual) on myeloma and its related conditions for patients, their family and carers. They will take complex medical and scientific language and translate it into clear and concise information for a patient audience.

The post holder will work with colleagues to ensure close communication and sharing of information across the organisation and report progress regularly to their line manager.

As a member of the Lived Experience and Clinical Practice directorate, the Patient Information Officer will contribute towards the delivery of the business's strategic, operational, and departmental plans.

Key Deliverables

Patient, family and carer information

1. Build and maintain a high level of knowledge of myeloma and its related conditions, including AL amyloidosis, smouldering myeloma and MGUS

2. Build and maintain knowledge of best practice in information provision to patient, family and carer audiences
3. Review and update existing publications and online information in line with Myeloma UK policy and brand and style guidelines
4. Develop new print and online information for patient, family and carer audiences, including publications, magazine articles and website content, complying with Myeloma UK style and brand guidelines
5. Follow procedures and processes for producing information in line with PIF TICK standards
6. Support the development of digital projects as required, which may include assisting the production of slide decks, videos or tools/apps as planned
7. Assist in the development of content for information events
8. Work with the Senior Patient Information Officer to maintain the volunteer-based patient information review panel
9. Assist in the collection and analysis of feedback from our audiences about patient information
10. Assist in the assessment of the impact of patient information programmes and resources and collate evidence to support impact analysis, including patient stories, case studies, surveys and questionnaires
11. As part of the Patient Information team, help to develop approaches to increase reach across diverse groups of people affected by myeloma and related conditions, and identify gaps in our current information provision through surveys and other research
12. Work with Communications colleagues to ensure myeloma information is proactively distributed to myeloma patients, family and carer audiences, as well as the healthcare professional audiences. This will include providing content for social media and e-newsletters
13. Collect agreed KPIs and prepare and present regular updates to highlight the progress and performance of agreed project deliverables
14. Ensure appropriate details are being recorded on the RE system complying with relevant GDPR guidelines
15. Proactively research topics and share knowledge and understanding with team members

Patient and carer information and support team

1. Answer the Myeloma Infoline when the Myeloma Information Specialists are not available, answering queries within knowledge level and taking messages for more complex ones
2. Cover Services Administrator responsibilities as and when needed
3. Represent Myeloma UK at conferences, Infodays and other information events, Support Groups and other relevant meetings and be able to present about your work and Myeloma UK to inform, raise awareness and offer support as required

General

Continuous improvement, developing skills, adhering to organisational quality standards, and team-work underpin all roles at Myeloma UK. General responsibilities include:

1. Adopt the Myeloma UK principles of quality management
2. Be attentive to and implement organisation brand and style guidelines
3. Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
4. Act as a source of information and support to colleagues throughout the organisation
5. Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
6. Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
7. This role will require some essential travel throughout the UK, therefore the post holder must be willing to travel. Regular travel to Edinburgh if based elsewhere will be required
8. Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

Person Specification

Area	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> • Educated to degree level in a biology/medical-related subject • Experience of writing information materials for a range of audiences • Experience of producing information for different channels (online and in print) • Experience of managing own workload to meet deadlines 	<ul style="list-style-type: none"> • Experience of writing information materials for patients, family and carers • Experience of working directly with patients, family members, carers • Experience of content development for information events e.g. seminars
Skills & Abilities	<ul style="list-style-type: none"> • Knowledge of the stages involved in producing information including research, writing, external review and liaising with designers • The ability to convey complex medical and scientific information in lay terms • Excellent writing, copy editing and proofing skills (English) • Excellent attention to detail and high level of accuracy • IT skills with experience of using Microsoft Office • The ability to liaise with a range of internal and external stakeholders effectively • The ability to research topics and identify key information 	<ul style="list-style-type: none"> • General health and cancer knowledge • Familiarity with short surveys and basic analysis of qualitative and quantitative data
Other	<ul style="list-style-type: none"> • Self-motivated and able to work independently 	

	<ul style="list-style-type: none">• Dedicated team player• Ability to manage a wide range of tasks and work well under pressure• Desire to continuously learn and build specialist knowledge• Commitment and desire to make a difference• An ability and willingness to work out of the office across the UK as required• Willingness and ability to undertake occasional weekend and evening work, when required	
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Terms and Conditions

Post	Patient Information Officer – permanent, full time
Probation period	Three months
Salary	£29,744, - £32,419
Hours of work	<p>The standard working week comprises 35 hours, Monday to Friday. Myeloma UK operates a flexitime scheme and details will be provided by the Head of HR and Operations.</p> <p>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organization when required.</p>
Holidays	Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays. Part-time holidays will be calculated pro rata.
Pension scheme	Myeloma UK complies with its auto-enrolment obligations and offers a 7% pension contribution to all staff.
Premises	Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG.