

PERSON SPECIFICATION

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

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
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • Masters Degree level or equivalent experience • Evidence of continuing professional development • Registered RMN 	<p>✓</p> <p>✓</p>	<p>✓</p>	<p>AF/IN/AS</p>
<p>Knowledge</p> <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. 	<p>✓</p> <p>✓</p> <p>✓</p>		<p>AF/IN/AS</p>

WE CARE. WE LEARN. WE EMPOWER.

<ul style="list-style-type: none"> • Knowledge of confidentiality and GDP regulations. • Able to investigate and analyse incidents. • Able to provide and receive complex, sensitive or contentious information. • Excellent communication skills – written, verbal and presentational. • Empathy, ability to deal with distressed and highly sensitive patients/relatives relationships • Excellent organisational skills demonstrating the ability to prioritise and manage a number of conflicting requirements and complex issues in a professional manner. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>		
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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. 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	
<p>Skills/Experience</p> <ul style="list-style-type: none"> • Literate in IT/Computer Skills. • Good oral and written communication skills based on fluency on the English language. 	<p>✓</p> <p>✓</p>		<p>AF/IN/AS</p>
<p>Personal Qualities</p> <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 	<p>✓</p> <p>✓</p>		<p>AF/IN/AS</p>

<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 style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>		
<p>Additional Qualities</p> <p>Fitness Analysis as appropriate.</p> <p>Ability to travel across sites and across Trust</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>		<p>AF/IN/AS</p>

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