



Patient Care Advisor

Sussex MSK Partnership

Central

The first voice a patient hears.

Job Pack

Patient Care Advisors are the first point of contact for the people we serve.

Sussex MSK Partnership Central helps people who are experiencing MSK (aka musculoskeletal, or muscle and bone) conditions by seeing them in the community, rather than in a hospital.

In this pack you can find out more about Here and Sussex MSK Partnership, and about what being a Patient Care Advisor offers - told in the words of the people who actually do the job.

The following pages cover:

- What we do
- Values we share
- Development & Career
- Wellness & Flexibility
- Making a difference
- Who we are
- Job description and Person Specification

For more about our jobs and to apply:
hereweare.org.uk/jobs/



What we do

All people across Brighton and Hove, Crawley, mid-Sussex and Horsham with a musculoskeletal condition are referred to our service.

We aim to get people on the right course of treatment as soon as possible, through self-management advice, physiotherapy, medication, surgery or other medical interventions. We want to make a person's care as straightforward as possible, by providing one point of contact as close to their home as possible.

Patient Care Advisors (PCAs) are that point of contact for the people we help. They handle patient data and work within small teams that belong to the overall service. They communicate and work with local GP practices, hospital and community staff and clinicians to get patients to the most appropriate services for their needs accurately and on time.

Values we share

Our PCAs tell us that you are someone who will thrive in the role because:



You value care and kindness, friendliness and relationships with others



You like learning and adapting to the new, problem solving and being busy



Appreciate having trust, autonomy and support to do your job



You seek a good work-life balance and value the wellbeing of yourself and others

Development & Career

A job that helps you develop can open up a new career. The Patient Care Advisor role can help you build skills and knowledge to begin a career in healthcare, offers opportunities for promotion to grow as a leader, or to move into other areas of Here's work. Whether you're looking to develop within or beyond the role, we support people's development through:

- The 'Pirate Dave' annual individual appraisal process to help each member of our team set development goals and to thrive
- In house and external training and learning events
- A People, Teams and Culture team supporting our culture of compassion, wholeness, and purposeful service

Doggy helping out



"I want to get as much experience here as I can"

You can learn so much in the PCA role if you're active and open to being a sponge and absorbing all the information.

When I came here what mattered most was opportunity for progression. After a year as a PCA I applied for the Senior Patient Care Advisor (SPCA) role in my team - I felt ready to move up and it was a natural transition.

My next goal is another promotion, and you have to prepare and build your skills. My manager, Sami, set me up well for that when the time is right -

she feeds her knowledge back to up-skill me.

I want to get as much experience as I can in this environment before I think of moving on, like accessing the NHS training that's on offer.

This isn't a corporate place where everything is driven by money - the targets are different because it's a social enterprise.

I don't think PCAs see everything as pound signs, you see it as people.



Neve

Wellness & Flexibility

We all want a job that is supportive of us and what is going on in our lives. We know that taking care of each other is important as we take care of our patients. We value wellness and recognise that we are all 'whole' people who have lives outside of our work so we offer:

- Remote working (following probation) and potential for flexing working hours
- A funded staff-lead Wellness Group, an annual personal wellness budget
- An annual 'Big Wellness Weekend' retreat, 'Do Sweat It' fitness events, and craft workshops
- Daily lead mindfulness, massages, regular cooked lunches and free healthy snacks
- We are a **Flexa verified flexible company**



Kerry out walking on the Big Wellness Weekend



"A lot of interest and care goes into staff well being"

The NHS means a lot to me, but I didn't want to work in a stressful hospital setting. Being in a non-corporate environment like this is important to me.

Here there is a learning culture, a no-blame culture, and for somebody like me who hasn't done an admin job for a few years that really matters. You're going to make mistakes and you have to know it's okay - here that's seen as a learning process and it's valued in that way.

A lot of interest and care goes into staff well being, and people

appreciate the work that the PCAs do. Team managers have done my job and they have a good idea of what it's like day to day.

The work wasn't as intimidating as I thought it would be - there's a lot of it but there are realistic expectations, which is good (and I'd like to keep it that way!).

I like talking to people, our patients, knowing I'm doing a good job and seeing the impact of my work - it's not happening over there somewhere, I know the difference we make.

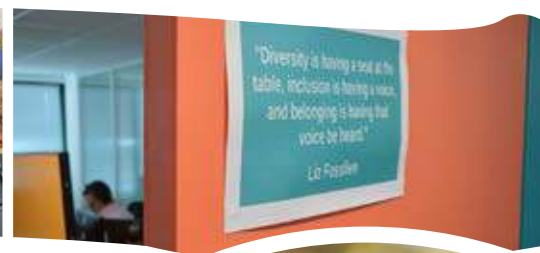
Jess

Making a difference

It matters to know you are doing good though work that you care about. We believe we can make a difference in the world, and that business can be a force for good. We bring this work to life through outstanding, innovative services with tangible benefits to individuals and communities.

- Our services are rated Outstanding by the Clinical Quality Commission, and our work has won awards from HSJ and Social Enterprise UK among others.
- In the last year Sussex MSK Partnership has delivered 76,000 patient appointments for people with MSK issues
- We are a member of Social Enterprise UK, the Employee Owned Association and Living Wage Brighton and Hove

Kips, Martina, Una, Jen (+ cactus)



“One person doesn’t make this happen, it’s a culture”

I wanted to work for a Social Enterprise and to get away from corporate - stress levels there were escalating through the roof.

I needed to get back to grassroots level, to work for somewhere where we’re helping people, where we’re contributing towards the greater society.

The company feels very open and transparent. When I first started here, Helen Baker (Community Service Lead) was one of the first people who spoke to me - I went to get something from the photocopier and she

was chatting with me for half an hour!

Everyone feels really accessible and that doesn’t often happen in organisations. It’s collective, isn’t it? One person doesn’t make that happen, it’s a culture.

I love being part of a team, so it gives me a sense of belonging, a sense of purpose, and it gives me a sense of fulfilment and achievement. So a lot of the work we do for the patients, we actually do make a tangible difference to what’s happening to them.



Sheila

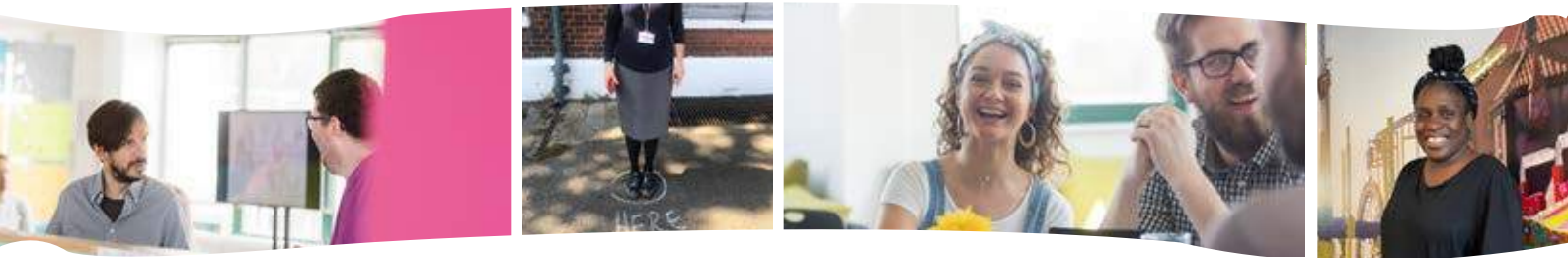
Who we are

Sussex MSK Partnership Central is an NHS service delivered in partnership between Here and Sussex Community NHS Foundation Trust.

It is a unique local, not for profit partnership bringing together primary care, specialist musculoskeletal care, community and mental health and well-being experts to deliver the whole musculoskeletal service in central Sussex. Our commitment is to a truly integrated MSK service that is effective, efficient and compassionate.

sussexmskpartnershipcentral.co.uk

our Brighton home at Preston Park



We believe we can make a difference in the world. And that business can be a force for good.

Here was founded in 2008 with the aim of finding new ways to deliver healthcare. Today we bring this work to life through outstanding, innovative services with tangible benefits to individuals and communities. At our heart is a commitment to putting patients at the centre of everything we do.

We also acknowledge that our society is neither fair nor equitable. Too many people face impossible challenges and we want to help change that.

We believe health care must be accessible for all. We believe good health care allows us to live better lives (and die better deaths). We believe exceptional health care addresses inequity in our communities

Our expertise lies in designing and delivering health care that works for all of us, flexing to meet

individual needs and circumstances. We don't shy away from change and we are passionate about learning and doing things better. We may not have all the answers but we think that many can be found in the collective leadership of patients and clinicians, health and care, public bodies, local communities and social enterprise collaborating to become more than the sum of their parts.

The Covid pandemic changed our world. It demonstrated that the inequity in our society, and in our public services, has been tolerated for too long. It also demonstrated the capacity for our communities to respond in a way that delivers inspiring results.

In the future we want to create greater possibilities. We see ourselves as part of a global movement exploring ways of living and working that deliver exceptional care today, and for future generations.

We are Here

Exceptional care, for everyone.

hereweare.org.uk

Job title:	Patient Care Advisor (Sussex MSK Partnership)
Salary:	£22,140 – £24,480 per annum pro rata.
Accountable to:	Senior Patient Care Advisor
Location:	Here, 4th Floor, 177 Preston Road, Brighton

In this job description you will find details of the purpose and main duties and responsibilities of the Patient Care Advisor role.

To get a full overview of the Patient Care Advisor role, what working at Here is like and what we offer, and the experiences of the people already doing the job you can read the [Patient Care Advisor Job Pack](#).

Job purpose

Patient Care Advisors are the first point of contact for the people we serve.

They handle patient data and work within teams that belong to the overall service. They communicate and work with local GP practices, hospital and community staff and clinicians to get patients to the most appropriate services for their needs accurately and on time.

Sussex MSK Partnership Central helps people who are experiencing MSK (aka musculoskeletal, or muscle and bone) conditions by seeing them in the community, rather than in a hospital. It is an NHS service delivered in partnership between Here and Sussex Community NHS Foundation Trust.

This role sits within the Sussex MSK Partnership service and is employed by Here.

Main duties and responsibilities

Patient Care

Patient Care Advisors are the first point of contact for the people we help, which means they:

- 1.** Ensure daily management of referrals from GP practices and other NHS providers. Working with providers to resolve queries and issues that arise through the Here process
- 2.** Offer choice directly to patients where appropriate and support them in making that choice through providing information, signposting and discussion, enabling patients to consider their own (non-clinical) preferences for treatment and apply them to a choice of hospital providers.
- 3.** Assess and resolve patient queries concerning their referrals, appointments and diagnostic tests in a timely and professional manner.
- 4.** Maintain data security and patient confidentiality by adhering to auditable Here processes and protocols.
- 5.** Record information using a variety of computer and paper-based systems, including Here clinical and information systems. Ensure the accuracy and quality of data recorded using available reporting tools to check data quality.

Data & Systems

Patient Care Advisors work with data about our patients every single day, meaning they will:

- 6.** Use a range of computer and paper-based systems, including SystemOne and e-Referral Service (eRS), to contact patients, book appointments and send confirmation letters
- 7.** Manage patients through care pathways and provide clinicians with all necessary clinical notes prior to clinics. Action any subsequent follow up notes (such as writing clinic outcome letters, booking follow up appointments, dealing with DNAs), ensuring that clinic capacity is used as efficiently as possible

8. Be responsible for proactively scheduling and maintaining MSK patient clinics to include first appointments, follow ups and telephone appointments.

9. Arrange appointments for diagnostic tests (such as x-rays) and liaise with the diagnostic departments to obtain results

10. Support the Senior Patient Care Advisor in planning clinic capacity, working with clinicians and GP practices to arrange additional clinics when necessary, helping to ensure that adequate capacity is available to avoid delays

11. Support GP practices where appropriate to provide training on Here processes and establish and maintain effective communication with GPs and practice staff, using persuasive and motivational skills where co-operation is required

Team & Culture

Patient Care Advisors all belong to a bigger team that support each other, and because of that they:

12. Work on own initiative, to plan time effectively, to multi-task successfully, and prioritise own workload on a daily basis, working autonomously within own work area seeking advice when appropriate.

13. Demonstrate a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team.

14. Attend team meetings, regular briefs, one-to-ones and training sessions.

15. Train other members of staff as required on the core functions of Here and MSK services.

16. Are flexible to work a late shift once a week 11am to 7pm.

Who we're looking for: Person specification for Patient Care Advisor

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Location:	Here, 4th Floor, 177 Preston Road, Brighton

We want all employees to belong, thrive and contribute to our purpose, creating exceptional care for everyone. Our Patient Care Advisors have several qualities and skills that best fit our working culture.

The methods we use to see which of these you have can include:

- The application you submit to us
- Any interview/s you attend with us
- Any certificates we may ask to see
- The test we may set you during an interview

Positive about disability

We're committed to developing the careers of individuals with a disability. We will give full and fair consideration for all applicants. Applicants who confirm a disability that meet the essential criteria and evidence this within their application, will be interviewed.

Here value diversity and are committed to creating an inclusive culture where everyone can be themselves and reach their full potential. We actively welcome applicants who identify as LGBTQ+, disabled, and people of the *Global Majority.

*people who identify as Black Caribbean, Black African, South Asian, East Asian, Middle Eastern or Latin.

The skills, knowledge, and qualities we are looking for in our Patient Care Advisors	Is it essential for the job or just desirable?	How will the skill, knowledge, or quality be assessed?	Is on the job training provided to help in these areas?
Qualifications			
NVQ Level 3, Certificate of Higher Education and/or equivalent experience	Essential	Application and Certificate	
Personal qualities			

Proven record of good timekeeping and attendance	Essential	Application and interview	
Able to show an understanding of issues relating to equal opportunities	Essential	Application and interview	
Skilful handling of situations with consideration for others	Essential	Application and interview	
Able and willing to work flexible hours with a late rota	Essential	Application and interview	
Experience and job-related knowledge			
Previous experience in an administrative role	Essential	Application and Interview	
Able to work with a professional team	Essential	Application and interview	
Experience of customer care or similar service industry practises	Essential	Application and interview	Yes
Previous experience of using Word, Excel and Outlook	Essential	Application and interview	Yes
Able to comply with patient confidentiality and Data Protection requirements	Desirable	Application and interview	Yes
Experience of patient administration systems and/or appointment booking systems	Desirable	Application and interview	Yes
Experience of dealing with difficult conversations by telephone	Desirable	Application and interview	Yes
Knowledge of principles of care e.g. First do no harm, and patient confidentiality	Desirable	Application and interview	Yes
Skills			
Effective communication, both face to face and on the	Essential	Application and interview	Yes

telephone with a range of people in various situations			
Excellent telephone manner, managing calls in a professional way	Essential	Application and interview	Yes
Good listening skills, with the ability to maintain focus, recognise distractions, and deal with them appropriately	Essential	Application and interview	
Thorough approach to recording accurate information and data entry	Essential	Application and interview	Yes

Things you need to know

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.