



HSS Registered

Patient and Family Liaison Officer
Health Salaried Officers Agreement: HSO Level G6
Position Number: 114659
Patient and Family Liaison Service / Safety, Quality and Risk
Fiona Stanley Fremantle Hospitals Group / South Metropolitan Health Service

Reporting Relationships

Director, Safety, Quality and Risk
 HSO Level G14
 Position Number SM113333



Manager, Patient and Family Liaison Service
 HSO Level G8
 Position Number SM113648



This Position



Directly reporting to this position:

| Title | Classification | FTE |
|-------|----------------|-----|
| • Nil | | |

← Also reporting to this supervisor:

- Patient and Family Liaison Officer (1 FTE), HSO Level G6, SM114569
- Administrative Officer, HSO Level G4, SM114461
- Patient and Family Liaison Officer, HSO Level G6, SM002497
- Assistant Patient Liaison Officer, HSO G4, Position Number SM002143

Key Responsibilities

Conducts a patient liaison and advocacy service to assist consumers and carers to provide feedback, access hospital services and resolve complaints. Provides education and training in patient liaison, feedback management, and patient rights and responsibilities.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

Brief Summary of Duties (in order of importance)

1. Patient and Family Liaison

- 1.1 Receives consumer and carer feedback and actions appropriately.
- 1.2 Facilitates consumer and carer contact with the hospital, provides assistance with hospital processes and facilitates resolution of feedback and complaints.
- 1.3 Reviews letters, briefing notes and complaint responses.
- 1.4 Facilitates meetings to ensure effective communication between consumers, carers and the hospital.
- 1.5 Advises and assists hospital staff to follow thorough investigation processes and documentation in accordance with Department of Health policy.
- 1.6 Liaises with consumers and carers to provide progress reports on complaint investigation.
- 1.7 Maintains consumer feedback databases and analyses feedback information, reporting trends, variations and recommendations for improvements.
- 1.8 Provides feedback and consultation on consumer and carer participation.

2. Education

- 2.1 Promotes and provides information to consumers and staff about patient rights and responsibilities.
- 2.2 Provides consumer and staff education to support and promote feedback management.
- 2.3 Maintains own professional development.

3. Administration

- 3.1 Represents Patient and Family Liaison Service on relevant committees as required.

4. SMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Participates in an annual performance development review.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Experience in a complaints management and/or health care environment.
2. Demonstrated skills in mediation, negotiation and conflict resolution and the ability to manage difficult situations.
3. Excellent communication and interpersonal skills.
4. Demonstrated ability to prioritise workload and meet deadlines, including working with minimal supervision and under pressure with a high level of initiative.
5. High level computer and database skills.

Desirable Selection Criteria

1. Possession of or progress towards a tertiary qualification in a relevant field.
2. Knowledge of the principles of quality improvement, confidentiality, legal and ethical issues relating to health care.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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|---|------------------------|-----------------|------------------|
| The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. | | | |
| Manager / Supervisor Name | Signature | or | HE Number |
| Date | | | |
| Dept. / Division Head Name | Signature | or | HE Number |
| Date | | | |
| As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document. | | | |
| Occupant Name | Signature | or | HE Number |
| Effective Date | | | |
| HSS Registration Details (to be completed by HSS) | | | |
| Created on | Last Updated on | May 2019 | |