



Job Description

Job title: Clinical Liaison Officer

Reporting to: Head of Aftercare

1. Main job purpose

To access and support EAAA patients and their families post trauma/incident, during their recovery and following bereavement. Facilitating a debrief of their treatment, explaining interventions that took place and, where appropriate, provide ongoing support.

To provide feedback and outcome information to the crew, to improve clinical care.

2. Main duties and responsibility

Access our patients and their relatives, or any bystanders, through contact via phone calls, texts or by sending Aftercare or condolence cards.

Translate and communicate complex clinical information to patients and their families to assist with their understanding of events and supporting their recovery.

Undertake patient hospital and home visits virtually or in person and arrange patient/relative base visits to meet the crew who treated them.

Signpost patients and their families to suitable support networks, EAAA Patient Peer Support Group and other organisations and resources including legal support.

Develop and maintain information sharing agreements with hospitals with whom EAAA take patients to provide outcome information and feedback for EAAA clinicians at clinical debrief sessions to promote learning.

Collate and review patient feedback and thank you messages for the crew to benefit staff morale, facilitate continued learning, and provide part of our evidence for the Care Quality Commission.

To work with the Fundraising & Supporters Team and Marketing Communications on the development of patient stories, specific events (e.g. Memorial Event), and other fundraising initiatives.

Undertake an observational shift alongside the HEMS crew to maintain CPD and understanding of clinical operations (subject to clinical skill and HEMS training).

3. General duties/responsibilities

- From time to time, the post holder may be required to work at any of the Charity's sites in line with organisational needs.
- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Staff will actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.
- All employees should take a proactive approach to personal development in order to ensure that skillsets are aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Staff should uphold and demonstrate the Charity's values (reasoned, accountable, integrity, synergy and evolution).
- All staff should be aware of their responsibilities to protect the reputation of the charity e.g. social media and behaviour.
- Reporting incidents via the Datix system as part of an open and fair culture.
- Staff should be willing to undertake any activity as deemed appropriate by the charity that is in line with skills, experience and knowledge.

4. Person specification

Essential	Desirable
Education	
Health Professional - Registered Nurse or Paramedic with at least 3 years post qualification experience	
Experience	
Supporting families in difficult and often tragic circumstances	Working within an ED, ITU or HEMS environment
Working with a multi-disciplinary team of healthcare professionals	
Experienced in working with Microsoft office products: Microsoft word, outlook, PowerPoint, Teams	Experience of working with databases
Safeguarding experience	Level 3 safeguarding training
An understanding of the East of England Trauma Network	Experience of working within East of England Trauma Network
Skills and Personal Attributes	
Empathy – an ability to understand a person’s feelings to offer individual support	
Emotional resilience – an ability to cope when under pressure	
A confident communicator both written and oral	Experience of presenting to groups
Excellent interpersonal skills, a good team worker who can build effective internal relationships and the ability to work with different people	
An ability to work with minimal supervision, using own initiative to solve problems	
Ability to balance conflicting demands	
Evidence of Continuing Professional Development	
Alignment with the values and vision of the charity	
Full UK, manual, driving licence and access to a vehicle	