



JOB DESCRIPTION

Patients' Representative/Advocate QMC & City Hospitals

Post Title:	Patients' Representative/Advocate	Pay Scale:	£12,457.90 per annum £24,915.80 p/a, FTE AUNN Band E
Department:	Advocacy	Hours of Work:	18.5 hours per week
Responsible to:	Senior Advocate	Tenure:	Permanent
Based:	Across Queen's Medical Centre & City Hospitals as well as an element of being home based	Date of issue:	November 2025

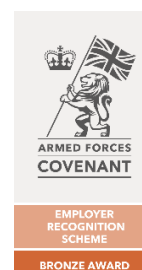
Our charity shares a common goal, no matter what job role we carry out: that older people can find the help and support they need to enjoy their later life as much as possible.

PURPOSE OF THE DEPARTMENT/SERVICE

The charity's mission is to "enhance the quality of life and promote the health & wellbeing of all older people in Nottingham & Nottinghamshire" and the delivery of our Advocacy Services forms part of an extensive portfolio of services provided by the charity to support this goal.

Everything we do, we do to make a positive difference to everybody that we interact with. We show integrity and treat each other with respect, kindness and compassion, celebrating our differences and our diverse community in accordance with our RIKI values.

The charity provides a range of non-statutory advocacy services to people across Nottingham and Nottinghamshire, based in a variety of settings including hospitals, care homes, and out in the community, with access criteria being service dependent. Our advocacy services are holistic, and client led, providing independent representation, advocacy and support, tailored to the individual on a wide variety of issues, empowering them and helping to build resilience, connecting them to other



internal and external services, community groups and statutory services where appropriate.

PURPOSE OF THE POST

The post holder will be employed by Age UK Notts to provide a Patients' Representative Service to older people (and their carers as appropriate) on the Health Care of the Elderly Patients wards (HCOP) at Queens Medical Centre and Nottingham City Hospital. The service is holistic and client led, providing independent representation, advocacy and support, tailored to the individual's needs. The post holder will engage with older patients and their carers to discuss their concerns and any difficult decisions, represent their interests as appropriate, facilitate lines of communication, research and provide information, and assist with other issues during the patient's hospital stay and discharge.

The post holder will liaise with other professionals and agencies, and in addition will support individuals to access services in the community (through signposting or making a referral) as needed, to enable them to remain independent for as long as possible, whilst always keeping the person's wishes at the forefront of everything they do.

KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

Communication and Customer Service (C&C)

1. Provide representation, advocacy and support for older people utilising the service, and where appropriate, their carers. The post holder will meet with them to listen to their views and to support them to determine desired outcomes and act according to their wishes.
2. Communicate with older people, carers, external organisations, other professionals and Age UK Notts staff, as appropriate, in a professional manner, being mindful of representing the charity at all times.
3. Ensure efficient and effective communication; including using a variety of different communication methods to meet the needs of the older person.
4. Respond to referrals received into the service from various sources such as healthcare professionals, social workers, family members/carers, other professionals and Age UK Notts staff, and via various methods eg by telephone, email, letter, MS Teams, or in person.

Planning and Organisation (P&O)

1. Identify issues and work with the client to form a plan of action and provide support and representation in a timely manner.
2. Prioritise workload and process referrals to the service in a timely and effective manner, meeting the needs of all clients.

Recording & Monitoring (R&M)

1. Keep accurate records for each service user on the Charity's client relationship management data base (CharityLog), recording what action has been taken as detailing outcomes in a clear and thorough manner. Records will be made following any contact with the service user or in connection with the case.
2. Complete necessary administration relevant to each case, such as the referral forms, risk assessments, consent forms (electronic or otherwise) etc.
3. Ensure that all records are appropriately held eg electronically or on paper where needed, observing the correct levels of confidentiality and data protection as per charity policies and procedures.
4. Ensure that service user feedback forms are sent to clients to gain feedback on the service provided, unless this feedback can be obtained in person, over the telephone or via email.
5. Produce clear and concise letters or emails to clients and professionals, as required, using the standard font types and logos of Age UK Notts.
6. Provide monthly monitoring information, quarterly service reports, statistics, and case studies as requested.

Quality (Q)

1. Remain independent at all times.
2. Be assertive, if required, with other professionals who may disagree with the client's wishes.

Charity Focus (CF)

1. Actively promote and publicise the service both within and outside the hospital setting including attending meetings with other relevant professionals e.g. health professionals and social work teams to raise the profile of the service.
2. Identify effective ways of targeting older people and their carers who may benefit from accessing the service.
3. Identify effective ways of targeting individuals who may require representation.
4. To have a good understanding of the services provided by the charity.
5. To ensure service targets are met.

Team Work (TW)

1. To encourage a culture of teamworking and actively work as part of the Advocacy Team to contribute to the success of Age UK Notts.
2. Liaise and refer on to other teams and departments within the charity.
3. Attend and contribute in relevant meetings for example with your clients (Multidisciplinary Team Meetings & Service Reviews), Advocacy Team Meetings, and any other meetings as required.

Specialist Knowledge (SK)

By undertaking the role of a Patients' Representative, thereby providing representation, advocacy and support for older people and their relatives, you will:

1. Understand and implement the principles of advocacy and work in accordance with the Age UK Notts Advocacy Charter and The Advocacy Performance Mark Code of Practice.
2. Work in partnership with the people you support to provide a client led service to enable them to have independent representation and support, ensuring their rights and wishes are upheld.
3. Research and provide information to enable older people to make informed decisions about a range of issues, researching any options and feeding back to them using appropriate methods of communication which meets their needs.
4. Increase the understanding of patients' views, needs & wishes, and improve communication between patients and staff.
5. Signpost and refer patients on to other appropriate organisations/services as required.

Please note that all posts within the charity carry this level of expectation.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality, Diversity & Inclusion policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality, Diversity & Inclusion Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Person Specification

Patients' Representative/Advocate QMC & City Hospitals

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential Requirements

1. To be able to demonstrate knowledge and understanding of advocacy and be able to evidence positive outcomes for people you have worked with. (SK, C&C).
2. Understand the needs of older and vulnerable people and the difficulties faced by disadvantaged groups (SK).
3. Experience of liaising with a wide range of organisations and agencies in the statutory and voluntary sector effectively, and in a complementary way, to achieve the best outcome for clients. (C&C, SK, TW)
4. Proven ability to work sympathetically with older people from a variety of backgrounds. (C&C, CF)
5. Ability to keep accurate computer-based records, and produce clear and concise correspondence, written reports and statistics (using MS Office – Word, Outlook, Excel, and client relationship management databases). (R&M, C&C, Q)
6. Proven organisational, planning, and time management skills, with the ability to ensure all deadlines are met. (C&C, P&O)
7. Excellent interpersonal skills, with the ability to communicate with a variety of people by phone, face to face, and in groups. (C&C)
8. Ability to be assertive when required and remain calm under pressure. (P&O, L)
9. Ability to research unfamiliar subject matter and feedback to service users in an accessible manner and format. (Q, C&C, SK)
10. To be able to evidence, or have an understanding of, supportive team working skills. (TW)
11. Knowledge and understanding of Equality, Diversity & Inclusion issues and a commitment to implement the Age UK Notts Equality, Diversity & Inclusion policy. (C&C, Q, TW, CF)
12. Knowledge and understanding of Equality, Diversity & Inclusion issues and a commitment to implement the Age UK Notts Equality, Diversity & Inclusion policy. (C&C, Q, TW, CF)

Desirable Requirements

1. To have experience, or knowledge, of working in a hospital setting (SK, Q)
2. To hold the National Independent Advocacy Qualification (SK, Q)



Summary of Main Conditions of Service Patients' Representative/Advocate QMC & City Hospitals

Salary:	£12,457.90 per annum, AUNN Band E (£24,915.80 – p/a FTE)
Start Date:	January 2026
Hours of Work:	18.5 hours per week Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.
Holidays:	24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.
Mileage Allowance:	Currently 45p per mile.
Pension:	The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.
Place of Work:	Across Queens Medical Centre & City Hospitals, as well and an element of being home based

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.