

Inverness, Badenoch and Strathspey Citizens Advice Bureau



Post Available

- **Job Title:** **PASS Adviser (Patient Advice and Support)**
- **Location:** Union Street, Inverness
- **Hours/Days per week:** 17.5 hrs per week
- **Salary:** £26,748 to £28,820 per annum (pro rata) depending on skills and experience.
- **Closing Date:** **5pm on Monday 17th August**

About Us

Inverness Badenoch and Strathspey Citizens Advice Bureau is an independent charity which provides holistic advice, information and support to members of the public. Our services are free, impartial, non-judgemental, confidential and independent.

JOB DESCRIPTION

The Patient Rights (Scotland) Act was passed in February 2011. The Act created the Patient Advice and Support Service (PASS) to promote awareness of patient rights and responsibilities, and provide advice and support to those wishing to give feedback or comments, or raise concerns or complaints about NHS care received.

Inverness Badenoch & Strathspey Citizens Advice Bureau provide the PASS service in our local area as well as providing support to the National PASS Helpline as part of the role.

Patient Advisers will provide clients with advice and information who wish to give feedback or comments, or raise concerns or complaints to the NHS and support bureaux volunteers and staff with queries on the PASS service. They will work on a rota to provide advice on the PASS National Helpline as well as managing casework, producing statistical reports and where necessary carrying out promotional activities or attending meeting with stakeholders as part of their role.

Key Responsibilities

The Patient Adviser will provide information, advice and support:-

- About the services that the PASS provides and where appropriate provide representation services for clients wishing to make complaints, raise concerns or give feedback where the client requires support to do this or the case is particularly complex and, where appropriate, direct clients to other reliable sources of advice and support.
- About the rights and responsibilities of patients (notably the Charter of Patient Rights and Responsibilities) and maintain expertise in relevant legislation/guidance e.g. NHS, welfare rights in order to do so.
- Provide the initial point of contact on the national PASS helpline giving advice on the NHS complaints process and signposting to online information as appropriate. Allocating case to local PASS Advisers
- Provide training and support to, or support bureau trainers to train bureaux advisers/volunteers to gain an awareness and understanding of the rights and responsibilities of NHS patients and promote these to clients
- Maintain detailed statistics of individual cases to produce quarterly statistical reports for health concerns, client profiles and also provide case studies as requested
- Publicise the patient advice and support service to ensure clients, health professionals and health care providers are made aware of, and know how to access the service by:
 - Attending local and national events as required and appropriate to the post
 - Ensuring that all work conforms to the Bureau's policies and procedures
 - Attending team/staff meetings as required
 - Abiding by health and safety guidelines and share responsibility for own safety and that of colleagues
 - Carrying out other duties, as specified by your line manager and as is reasonable to the post

PERSON SPECIFICATION

Essential:

- Experience of advising and supporting clients and managing an ongoing caseload ensuring all action is taken and deadlines are met
- Evidence ability to deal with difficult situations in a calm, effective non-confrontational manner
- Ability to communicate and establish good relationships with a range of people.

- Confident in the use of IT packages and in writing detailed and accurate case records.
- Ability to navigate, work within and adhere to a defined procedure (i.e. the NHS Complaints procedure).
- Understanding of the needs of people who may be vulnerable, distressed or under stress

Desirable:

- Experience of delivering presentations
 - Experience in giving advice on a range of subjects to members of the public
 - Experience in working with volunteers
 - Knowledge of NHS organisations, medical terminology & procedures
 - Knowledge of local voluntary organisations
 - Knowledge of welfare benefits system
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How to apply

For further information **or** to download an Application Form, please use the Link on the advertising website **or** go direct to our Inverness CAB website to view this post and access an application pack on our website.

Please do **not** submit CV's. We are unable to accept them in application for a post.

All applications should be returned to HR@invernesscab.org by 5pm on Monday 17th August 2026.