

Job Description: Patient Experience Ambassador



Function:	Support Function
Job:	Patient Experience Ambassador
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Business Director
Additional reporting line to:	
Position location:	Queens Hospital

1. Purpose of the Job – State concisely the aim of the job.

The purpose of the role is to act as an interface for patients and our end service users, to capture and measure continuous levels of service satisfaction. This will be achieved by engaging with patients to capture their feedback, liaising with clinical and facilities teams, reviewing data from a number of sources, and with an agreed set of measurements you will work to rectify unsatisfactory service experiences and contribute to the enhanced efficiencies and continuous improvement outcomes across the site.

The Patient Experience Ambassador will be the voice of the patient and the face of Sodexo, providing a professional and positive link between our teams, the clinical teams and the patient, in demonstrating the key values and challenging professionally to support those involved at all levels

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		▪ Add point							

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

Business Director

**Patient Experience
Ambassador**

4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- a) The clinical environment has its own “day to day” challenges so face to face interaction requires patience, good listening skills, empathy and positive dialogue with ownership of any issues that may be raised.
- b) Whilst collecting end user / patient feedback visitors and members of the public may be present so awareness of confidentiality is a fundamental requirement of the role.
- c) Language barriers and disabilities will require patience, time and in some cases additional support from others to ensure the patient / end user are listened to.
- d) The delivery of critical and positive feedback that may be interrogated or challenged by others as a means of understanding the “individual” challenges within the organisation.
- e) Reviewing of data between the different digital platforms to create a consolidated opinion that can be analysed and shared for the development of plans to ensure continuous improvement or sharing of best practice.
- f) Ensuring that all stakeholders from the various organisations are aligned.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- a) One-to-one conversations (rounding) with patients and clinical teams to collate their feedback on their experience of patient dining, cleaning, portering and environment.
- b) Proactively looking for and identifying areas of improvement for the services provided and the overall experience of patients
- c) This feedback will also be captured via a tablet and where relevant, communicated with service leads team to enable a prompt resolution of any patients’ or clinical concerns or issues in relation to the services provided, which may have arisen during rounding.
- d) Review trends and liaise with the service leads to address any areas where further improvement to the service can be made
- e) Using the digital platform, create a monthly report for the wards visited, outlining trends and recommendations
- f) A review of the data available via the various digital platforms needs to be analysed to ensure that end user visits are split between routine and ad-hoc with the latter being based on areas of low service satisfaction.
- g) A daily requirement for interaction with operations as means of communicating positive and negative end user feedback that may include suggestions for continuous improvement of the services.
- h) Liaise with the Business Director on a regular basis as a means of sharing information and planning visits to areas where clinical support is required to enhance patient satisfaction.

- i) On a monthly basis have a 1-1 with counterparts at other Sodexo hospital sites to understand trends and feedback from our services and create recommendations that can be shared between the Business Directors and Divisional Director.
- j) On a monthly basis meet with your counterpart from the Trust Estates and Facilities team to update them of the previous month activity and raise issues that may require Trust support. The content of the 1-1 should ensure that when the monthly data and reports are produced, there is an opportunity for both parties to analyse and interrogate the data and there are no surprises or areas of concerns that have already been highlighted via site operations. Any identified shortfalls around delivery, reporting success, failures and corrective actions are to be discussed with operations.
- k) Review the key measurements agreed between the Trust and Sodexo for end user service satisfaction and report on current levels of satisfaction vs the initial starting point.
- l) The role will need to have a part to play in the CARES programme to ensure that end user satisfaction and the challenges we face as a service provider can be improved by our employee's behaviours.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- a) Collate data and report on improvements that concludes in enhanced and continuous improvement of the patient and end user experience across all service areas
- b) Collate patient feedback of all soft services via the available digital platforms
- c) Be the "voice" of Sodexo to interact with positive behaviours on a routine and ad-hoc basis ensuring that areas of concern are closed out from a user perspective
- d) Strive to improve CQC assessment of patient Dining and Domestic services
- e) Strive to improve patient feedback of Catering and Domestic services
- f) Strive to improve Hospital PLACE scores for all services

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- a) Passion for customer care with strong communication skills, empathy, listening and ability to work collaboratively.
- b) Ability to communicate effectively at all levels but in particular with patients, visitors, colleagues and clients
- c) Ability to analyse data and produce actions for delivering continuous improvement
- d) Experience of working within a complex service environment with a diverse workforce
- e) Computer literate in Microsoft Excel, Teams, Outlook and Word

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change
<ul style="list-style-type: none"> ■ 	<ul style="list-style-type: none"> ■
<ul style="list-style-type: none"> ■ 	<ul style="list-style-type: none"> ■
<ul style="list-style-type: none"> ■ Commercial Awareness 	<ul style="list-style-type: none"> ■ HR Service Delivery
<ul style="list-style-type: none"> ■ Employee Engagement 	
<ul style="list-style-type: none"> ■ Learning & Development 	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			