

**Clinical Adviser (Sessional) £49.50 to £57.75 per hour**

We are seeking to identify a number of advisers, on a sessional basis, to provide the Ombudsman with clinical advice.

Those selected will be senior clinicians experienced in their field and who can comment authoritatively on the delivery of care and treatment. Previous experience in conducting reviews and providing written reports suitable for the lay reader is desirable. It is important that candidates have the ability to assess extensive and complex information and, where merited, provide criticism and suggestions on how a service may improve.

Advisers who provide advice to the Ombudsman will have been in NHS clinical practice within the last 12 months or undertake other appropriate inspection or regulatory functions pertaining to the NHS and must be fully registered with a relevant professional body.

Applications from all specialities are welcomed. However, the Ombudsman is particularly looking for applications from the following areas:

* Consultants – Emergency Department
* Consultants – Respiratory
* Consultants – Cardiology
* Consultants – Anaesthetics / Intensive care
* Consultants – Surgeons
* Ambulance/Paramedic
* Consultants – Obstetrician & Gynaecological
* Consultants – Colorectal
* Consultants – Radiologist
* Midwifery\*
* Consultants – Pathology
* Consultants – Paediatric

(\*Please note we do not currently have any vacancies for Nursing Advisers)

Further details on how to apply for the role of an Adviser with the Ombudsman re contained within the attached ‘Notes for expressions of interest’ document, and selection will depend upon relevant skills and experience.

The Ombudsman is committed to equal opportunities.



**Clinical Adviser (Sessional)**

**Notes for expressions of interest**

**How to apply**

If you would like to provide clinical advice to the Public Services Ombudsman for Wales, please complete the form below and attach your CV or a document containing the following information:

* Name/address/contact details
* An outline of your education/qualifications, and membership of any professional bodies
* Your employment history, including current post and relevant responsibilities
* The name of a referee (professional capacity)
* Whether you have any Welsh language skills

Please provide a statement outlining your suitability for the role of clinical adviser to the Ombudsman (500 words maximum).

**Background Information**

The function of the Ombudsman is to investigate complaints from members of the public about unfair treatment, or where they have received a poor service through some failure on the part of a public body in Wales.

Professional advisers support the delivery of PSOW’s complaints investigations process by providing expert professional advice on issues within their field of expertise. The Ombudsman’s investigations are inquisitorial and evaluate the reasonableness of actions/inaction using our [Clinical Standards](https://www.ombudsman.wales/clinical-standards/). The test is therefore different to that which applies in litigation.

Investigations are usually concluded with a written report, prepared by the Ombudsman’s investigator, which will incorporate the adviser’s advice.

**Clinical Adviser**

Clinical advice is needed for substantive complaint investigations. Provision of advice may typically take in the region of 8 hours, although this will depend heavily on the complexity and type of case. Occasionally an adviser might also be asked to attend meetings, case conferences and/or interviews with the complainant or those complained against.

The adviser should familiarise themselves with any guidance issued from the Ombudsman on clinical advice-giving and produce advice in line with this and produce reports in accordance with any standard advice templates supplied.

Advisers should be aware that the names and qualifications of advisers and all advice supplied to the Ombudsman are normally released to both complainant and body/named persons under investigation.

Clinical advice provided will include some or all of the following:

* A brief clinical background relevant to the complaint
* Evidence-based answers in response to specific questions posed
* Identification of other significant and relevant matters if these may give risk to patient safety issues
* Use of appropriate prevailing standards, national policy, frameworks and guidance relevant when providing advice and conclusions
* A peer-based case review in order to provide answers and opinion on specific aspects of the complaint.

**Duties of the Clinical Adviser**

The duties of a Clinical Adviser are set out in the job description which is attached to this note.

**Conditions of Service**

This is a sessional role with remuneration of £49.50 to £57.75 per hour. Advisers are engaged on a self-employed basis.

**Knowledge of Welsh**

The Ombudsman aims to provide a fully bilingual service and therefore knowledge of Welsh is desirable.

**Interviews**

Shortlisted candidates may be invited for an interview in person.

**How to apply**

Expressions of interest should be marked “Recruitment of Clinical Adviser” via post or electronic mail to:

Postal Address: Recruitment of Clinical Adviser

Corporate Services

PSOW

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Email: [Recruitment@ombudsman.wales](mailto:Recruitment@ombudsman.wales)

Expressions of Interest will not be acknowledged, but applicants may telephone 01656 644214, if they wish to confirm that their application has been received.



ORGANISATIONAL CHART





**Clinical Adviser**

Rate: £49.50 to £57.75 per hour

Purpose: Supporting the Ombudsman in considering complaints by providing expert professional advice to investigators on medical/clinical issues.

Responsibilities:

1. Provide initial advice to investigators on complaints at assessment stage, both as a generalist and specialist, recommending actions which may be necessary to properly assess the complaint.
2. Provide expert review of the clinical actions of those medical and clinical staff involved in the complaint.
3. Provide clear and comprehensive written reports on clinical issues.
4. To attend, if required, interviews to support investigations on clinical/medical matters.
5. To advise on draft reports completed by investigators to ensure that clinical advice has been considered properly.
6. To assist with the provision of internal staff workshops on medical/clinical matters.

Essential qualities:

1. Experienced registered professional practitioner with appropriate post‑graduate qualifications
2. Currently in NHS clinical practice
3. Current registration with a relevant regulatory/professional body
4. Knowledge of sources of current standards guidance and resource which apply to clinical matters within sphere of practice and of wider NHS policy and guidance, (especially in relation to Wales) including experience of assessing students/dealing with trainees
5. Excellent communication and interpersonal skills with the ability to express complex medical terminology in a way understandable and accessible to a lay audience.

It would also be desirable if those providing advice to the Ombudsman possessed:

* 1. A knowledge of more than one specialty
  2. Experience of handling complaints and serious untoward incidents
  3. The ability to use a word processor and other computer packages
  4. The ability to communicate through the medium of Welsh.

**EXPRESSIONS OF INTEREST FOR THE ROLE OF**

**CLINICAL ADVISER**

**Surname: …………………………………… Title (Mr/Mrs/Miss/Ms/Other): ……….**

**First Name: ………………………………….**

**Address: ……………………………………………………….**

**……………………………………………………….**

**……………………………………………………….**

**……………………………………………………….**

**Postcode: ………………………………………..**

**Telephone Number: Home: ………………………...**

**Mobile: …………………………**

**Work: …………………………**

**Email Address: ………………………………………………..**

**Clinical Speciality: ..................................................................**

**Do you require any special arrangements if requested to attend for interview?**

**No**

**Yes** (please detail below e.g. wheelchair access required, sight or hearing impairment)

**Data Protection**

All personal data will be processed as set out in the following notice: <https://www.ombudsman.wales/privacy-notice-advisers/>. All documentation relating to unsuccessful applications and the consideration of applications will be destroyed no later than 12 months after the closing date for applications.

The successful applicant’s details will be transferred to our database of advisers and our accounts systems to allow payment.

**Declaration**

I declare that all the information within this application is true and correct. I acknowledge that any false or misleading statements made on this form may, if they subsequently come to light, be taken to justify my dismissal from employment with the Public Services Ombudsman for Wales or could result in the withdrawal of any job offer made.

**Signature:** ……………………………………………

(If sending documents electronically, please grant authorisation by typing name)

**Privacy Notice – Advisers**

This privacy notice explains the way in which the Public Services Ombudsman for Wales will handle your personal information. The requirements of the privacy notice are set out in the General Data Protection Regulation and the Data Protection Act 2018.

**Collecting your information**

When you commence work with the Public Services Ombudsman for Wales, it is necessary for the organisation to collect and use (‘process’) your personal information. We have listed the personal information collected by the Public Services Ombudsman for Wales below:

* Information submitted as part of your expression of interest, including:

Full name; postal address; email address; telephone number; education; qualifications; employment history; professional membership (where appropriate); references; C.V.; and, any relevant criminal records declarations.

**Using your information**

We will use your information in order to fulfil our contractual obligations, namely:

* to allocate and request advice on complaints received by the Public Services Ombudsman for Wales that fall within your area of expertise;
* to make payment for advice provided, and to reimburse expenses where appropriate. In the event that we are unable to use data for this purpose, we will not be able to meet our obligations under the contract.

We will also use the information to consider your expression of interest and to conduct reviews or appraisals of advice received.

**Sharing and receiving your information**

Your advice may be shared at various stages of the process and, generally, will be shared in the draft investigation report. Whilst your name will not be included in any draft investigation report, your name will be included in a final investigation report, unless there are particular reasons for not doing so. You should raise any reasons or concerns about identification in particular cases with the Data Protection Officer, whose details are provided below.

We may be supplied with your name and contact details from other sources - for example, other Ombudsman schemes in relation to which you may have previously supplied advice. In these circumstances, we will include a copy of this privacy notice within any induction pack should you agree to provide advice.

**Retaining your information**

We will keep your advice in line with any applicable casework retention periods. We will retain the majority of your personal information for the duration of your contract. will retain contract and details of payments for a period of six years following expiry or termination of contract.

**Transferring your information abroad**

Whilst most personal information is hosted within the European Union, we may need to transfer your personal information to countries outside of the European Union – for example, where cloud-hosted IT software is held in third world countries. In doing so, we will ensure that adequate safeguards are used to secure the data.

**Your rights**

Subject to exemptions, and the basis for processing your information, the following rights may be available to you:

* the right of access to your personal data;
* the right to rectification of incorrect personal data;
* the right to erasure of personal data;
* the right to restrict processing undertaken;
* the right to object to the processing of personal data; and,
* the right not to be subject to automated decision making

If you wish to exercise any rights, or to know more information about the rights available to you, you should contact the Information Governance Manager.

**Who to contact if you have queries or concerns**

The Public Services Ombudsman for Wales is the data controller for the purposes of the General Data Protection Regulation and the Data Protection Act 2018, including in respect of processing by any appointed data processors.

If you have any queries or concerns regarding the processing of personal data by the Public Services Ombudsman for Wales, or if you wish to exercise any applicable rights, you should contact the Information Governance Manager using the email address below:

Postal address: 1 Ffordd Yr Hen Gae, Pencoed, Bridgend, CF35 5LJ

Email:[Information.request@ombudsman.wales](mailto:Information.request@ombudsman.wales)

If you remain dissatisfied, you can complain to the

Information Commissioner’s Office:

Postal address: Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Website/Tel: [www.ico.org.uk](http://www.ico.org.uk)/0300 123 1113