

Job title:	Patient Information & Support Manager
Salary:	£35,000
Hours:	37.5 hours / week
Holiday entitlement:	25 days plus bank holidays
Pension:	3% employer contribution; 4% employee contribution (of which 1% is from government)
Location:	Home based, flexible across Wales, with regular travel to locations across Wales to fulfil the responsibilities of the role
Line Manager:	CEO
Key stakeholders:	Kidney Wales Team: Working closely with a small team of 4 colleagues. Kidney Wales Board of Trustees: Of which there are 10 Supporters – patients, families, fundraisers Health Care and associated healthcare professionals Welsh Renal Clinical Network Welsh Kidney Research Unit Renal Social Workers Dialysis units Childrens Kidney Centre Other third sector organisations

Purpose:	The Patient Information and Support Manager is a key role at Kidney Wales, ensuring that patients receive timely access to the support they need, when they need it. This includes providing clear and accessible information, managing enquiries, and working alongside colleagues to lead or support the design and delivery of events and activities. There is also a requirement to collaborate with third sector partners, renal social workers, and healthcare professionals to build strong networks, enabling Kidney Wales to provide the highest standard of support to the kidney community.
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Responsibilities:	• Provide person-centred support to kidney patients, their carers, and families across Wales, responding promptly and compassionately to enquiries. This includes offering
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	practical guidance, low level emotional and well-being support, and signposting or referring to appropriate services, ensuring patients and families can achieve their desired outcomes. • Build and maintain effective relationships with healthcare professionals, voluntary organisations, and other relevant stakeholders to ensure coordinated support and seamless access to services for the kidney community. • Lead on the project management of our lottery funded Kidney Community financial advice and support project to deliver; quarterly drop-in sessions across eight locations, an annual online information session for health colleagues and the creation of financial information packs from kidney patients. • Develop, manage, and maintain patient-focused content for Kidney Wales' e-newsletter, website, and social media channels, ensuring information, guidance, resources, news, projects, and events are up-to-date and available across all Renal Units in Wales. • Partner With the Kidney Wales' Volunteering & Community Engagement Officer and third-party organisations to lead or support the design and delivery of patient conferences, events, activities, and projects across Wales. • On a monthly basis, attend the Children's Kidney Centre to support health care professionals with the completion of the Kidney Wales carers' respite vouchers. • Coordinate the timely delivery of fistula caps, wristbands, and face masks when orders are received. • Ensure all patient records are accurately maintained on customer relationship management system (Beacon). • Any other reasonable duties deemed commensurate with the post.
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Knowledge, skills, and experiences	Essential 1. Demonstrable experience of supporting people living with a chronic health condition, to deliver individual person-centred support 2. Demonstrable knowledge and understanding of chronic kidney disease, its' impact on individuals and families and available treatment options. 3. GCSE or equivalent level of education, or demonstratable work-based experience.
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	4. Effective listening skills with the ability to communicate clearly and effectively with a diverse audience via a combination of face-to-face visits or meetings, telephone calls, emails or letters, and digital methods (such as video calls) 5. Demonstratable experience of working effectively within a team, contributing to shared goals through collaboration, active participation in team meetings, peer support sessions, reflective practice, and service development activities. 6. Well-developed interpersonal skills, demonstrating empathy, tact and diplomacy whilst working within professional boundaries. 7. Ability to travel regularly across Wales in order visit renal units and attend meetings in the community. 8. Knowledge of safeguarding principles and ability to respond appropriately to safeguarding concerns (this role will be subject to a DBS check). 9. A sound understanding of the Welsh policy context for health and social care. 10. Well-developed written skills, including experience of drafting content for websites, social media, newsletters, reports, and publications. 11. Demonstrable experience of using own initiative to design and deliver events and projects, ideally in relation to health, social care, and well-being. 12. Digitally literate, with experience of using IT customer relationship management systems to maintain patient records. 13. Ability to demonstrate an understanding of/engagement with Kidney Wales's organisation values of being responsive, trusted, understanding and connected. 14. A demonstratable commitment to equality, diversity, and inclusion. 15. Well-developed organisational skills, with evidence of successfully managing multiple priorities and deadlines. Desirable 16. Welsh language skills (spoken or written).
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