



Renal support officer - Job Description

Position Title	Renal support officer
Programme:	Renal support accommodation
The Employer	The Irish Kidney Association (IKA) is a charitable voluntary organisation founded in 1978 dedicated to meeting the needs of renal patients and their families and carers, living with, and affected by, end stage kidney disease
Work Schedule	The renal accommodation support line is open from 9:30am-5:30pm Monday to Friday with an out of hours service for emergency bookings between 7pm-10pm Monday to Friday and 12pm-4pm at weekends and bank holidays. The employee will work 3 or 4 days every 2 nd week.
Contracts & Location	1-year temporary contact working remotely or if preferred in Donor House, Park West.
Salary	€12.50 per hour during 9:30am to 5:30pm. Evening on call allowance is paid at a rate of €20 per evening. Weekend on call allowance is paid at a weekend rate of €55 per day.
Role Purpose:	The role of Renal support officer is entirely patient focused. It is a remote working role that involves arranging accommodation for patients and their families in Dublin to facilitate attendance at their Dublin based hospital appointments. Clients using this service are all based outside of Dublin. The support officer is responsible for organising accommodation in the Clayton hotel under the current agreement with Beaumont hospital.
Reports to:	Patient support manager.
The Role:	Key Responsibilities: <ul style="list-style-type: none"> • To support patients living with CKD attending Dublin hospitals and their families.

- To take accommodation requests from patients and health care professionals via phone and email.
- To book required accommodation and any necessary supports e.g taxis and maintain an up-to-date record of booking confirmations.
- To work with IKA accounts department to maintain up to date records of accommodation used.
- To engage with and build professional trusting relationships with patients, treating them with dignity and respect, and working within the values of the IKA
- To liaise with the patient aid department where additional needs are identified for patients and their families
- To work effectively as part of a team and being open to reasonable requests from patient services manager/ CEO in order to ensure effective working relationships and responses to patients
- To work within the policies of IKA and the standard operating procedures of the centre
- Maintain an out of hours On Call emergency support to clients.

General

- To assist and contribute to the quality agenda to ensure that a consistent delivery of service and quality standards are adhered to in the project
- Maintain daily records of accommodation used by patients and their families
- To build and maintain relationships with patients and stakeholders

	<ul style="list-style-type: none"> • Provide monthly reports to accounts and patient services dept • To observe all Health and Safety policies of the centre and to be involved in continual quality improvement in order to ensure that the security of the buildings is maintained at all times day and night • To support building management • To attend in house training days at Donor house when required
Essential Requirements	<p><u>Experience Required</u></p> <ul style="list-style-type: none"> • A minimum of 2-years' experience in a person focused role working with a similar client group. • Active listening skills, ability to work with empathy and have patient centred approach. • IT skills, including excel and outlook. • Familiarity with current health service provision for renal patients. • Excellent telephone manner • Excellent English • Work visa (if applicable)
Desirable	<ul style="list-style-type: none"> • Lived experience of kidney disease • Familiar with the use of data bases. • Work experience and employment in community settings • Ability to work on own initiative and engage with clients that have complex issues • Lone working experience • Familiar with the hospital setting and their stakeholders