



#### Research Associate – Patient Experience

<b>Job Title:</b>	Research Associate – Patient Experience
<b>Reference No:</b>	
<b>Reports to:</b>	Dr Yitka Graham
<b>Grade:</b>	E
<b>Working Hours:</b>	2 Days per week
<b>Faculty/Service:</b>	Health Sciences and Wellbeing
<b>Location:</b>	Helen McArdle Nursing and Care Research Institute
<b>Main Purpose of Role:</b>	<p>To support the development and delivery of an externally funded research project into embedding families into mental health service provision</p> <p>To lead on write up of publication and funding report</p> <p>To develop an impact and dissemination plan</p>
<b>Key Responsibilities and Accountabilities:</b>	<p><b>Faculty Specific:</b></p> <ul style="list-style-type: none"><li>• Support the delivery of research projects to time and target</li><li>• Assist with write up of research for publication</li></ul> <p><b>Generic to all Research Associate roles:</b></p> <ul style="list-style-type: none"><li>• Develop and implement a personal research plan and where appropriate related reach-out plan.</li><li>• Conduct individual and collaborative research and assist with related reach-out projects.</li><li>• Assist with the dissemination of research findings and reach-out activities through publication, presentation or exhibition.</li><li>• Continually update knowledge and understanding in field or specialism.</li><li>• Translate knowledge of advances in the subject area or professional practice into research activity.</li><li>• Assist in the development of dissemination and impact.</li></ul>
<b>Special Circumstances:</b>	



**Part 2A: Essential and Desirable Criteria**

**Essential**

**Qualifications and Professional Memberships:**

- Educated to postgraduate degree level.

**Knowledge and Experience:**

- In depth knowledge of mental health and wellbeing issues
- High quality academic writing skills
- Literature searching and critical appraisal skills
- Qualitative data collection and analytic skills
- NHS ethical approval experience
- Experience of engaging with service users, carers and families in an NHS research context

**Desirable**

- Experience of leading on delivery of research projects to time and target
- Presenting research and evidence to a wide range of audiences

**Knowledge and Experience:**

- A thorough understanding of health and wellbeing issues and health inequalities

**Part 2B: Key Competencies**

Competencies are assessed at the interview/selection testing stage

**Analysis & Research**

- Gathers data rigorously and conducts robust analysis, questioning assumptions and existing knowledge
- Develops hypotheses and concepts to explain data, events and phenomena
- Reports findings to wider community and is able to withstand challenge by relying on evidence gathered and processes used for analysis

## **Communication**

### **Oral Communication**

- Summarises and interprets complex, conceptual and special matters to aid others' understanding and aimed at their needs
- Uses appropriate styles and arguments to influence and negotiate satisfactory outcomes
- Monitors understanding of others, develops approach and takes corrective action if require

### **Written Communication**

- Conveys information of a complex, conceptual and specialist nature using a range of styles and media selected to meet the needs of others
- Presents complex information in formats appropriate to non-specialists without comprising meaning
- Monitors the reactions of others and takes appropriate steps to remedy any miscommunications

## **Decision Making**

### **Independent Decisions**

- Considers wider impact of decisions, assesses possible outcomes and their likelihood
- Uses judgement to make decisions with limited or ambiguous data and takes account of multiple factors
- Distinguishes between the need to make a decision, when to defer and when not to take a decision

### **Collaborative Decisions**

- Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed
- Enables others to contribute to decisions
- Ensures that options are weighed, outcomes identified, and chances of success considered
- Challenges decisions, appropriately to ensure consideration and processes are robust

### **Provision of Advice**

- Anticipates and highlights issues that need to be taken into account
- Outlines possible impacting factors, assessing their degree of influence on the choice of options
- Ensures previous learning is included

## **Initiative & Problem Solving**

- Analyses problems to identify their cause
- Takes action to prevent recurrence of problems
- Considers possible solutions to identify those which offer wider benefits
- Obtains evidence to support intuition

## **Service Delivery**

- Has accurate and up to date knowledge of services available in own and related areas of work
- Correctly refers customers elsewhere

- Ensures that the experience of each customer is positive and satisfactory

**Teamwork & Motivation**

- Helps to clarify priorities and ensure they are understood by all
- Supports colleagues in need of extra help
- Acknowledges the achievement of colleagues

**Date Completed:**

07/07/23