

Background Information for Information and Support Officer

About AvMA

Action against Medical Accidents (AvMA) is the independent UK wide charity for patient safety and justice, established over 35 years ago. AvMA is widely credited with both having put “patient safety” on the map and having brought about huge advances in access to justice for those patients who have been affected by lapses in patient safety (“medical accidents”).

AvMA provides free specialist advice and information to members of the public who have suffered injury because of avoidable harm in healthcare. We work with health professionals, the NHS and government departments to seek improvement to patient safety and the way people are treated following avoidable harm. We train and accredit lawyers who specialise in clinical negligence and provide services to them. We also organise a range of conferences and other events for lawyers, doctors, and other professionals in the medico-legal and patient safety fields.

The working environment is friendly and informal, and many of our staff work flexibly or remotely to fulfil their duties.

People

Our people are our greatest asset. AvMA currently employs 22 staff (many of whom are part time), bringing a wide range of skills, experience, and passion for what AvMA stands for. We enjoy excellent staff retention and satisfaction levels. AvMA also benefits from a pool of dedicated volunteers and an excellent board of trustees.

We welcome applicants from all backgrounds and are happy to consider any flexible working requests as our systems support remote working. Although this role is advertised as full time, part time would be considered.

AvMA’s Medico-legal services

AvMA’s Services are provided through the Medico Legal Department (MLD). There are two aspects to our services, services provided to support the public and services provided to lawyers who have Lawyer Service Membership. Medico-Legal advisors are involved with all aspects of AvMA’s services which provides for greater variety and job satisfaction.

The core services can be described as follows:

Services to support the public:

- (i) A national helpline,
- (ii) Written advice and information casework,
- (iii) Inquest service and

Services to clinical negligence lawyers:

- (i) Providing expert witness recommendations to our Lawyers Service members.
- (ii) Arranging regular Lawyer Service Group (LSG) meetings around the country throughout the year with presentations by medical experts and counsel on topical legal subjects
- (iii) Publication of the AvMA Newsletter
- (iv) Information gathering and dissemination (such as on group actions) and training.

The Medico–Legal Services department seek to identify trends and issues which help inform AvMA's campaigning agenda and policy development, we are currently focusing on improving our data collection and feedback from our clients.

The Post

We are currently recruiting for an Information & Support Officer. The scope of this role is set out in the Job Description and Person Specification Documents. Training will be provided on our services although some prior knowledge of clinical negligence is desirable.

Skills Required (see also person specification)

Applications are encouraged from people who have sound IT skills, including a working knowledge of Excel as well as experience of customer relationship manager (CRM) programmes. A desire to improve those skills would be a distinct advantage.

You should be hard working, enthusiastic, and to versatile with a willingness to adapt to dynamic circumstances as AvMA's IT infrastructure continues to change. The position would suit someone who is confident and able to use their initiative.

Location

AvMA is based in a modern, well equipped office building in central Croydon, which is accessible for wheelchair users and people with other disabilities.

Croydon enjoys excellent transport links. East Croydon station provides frequent trains with access to central London in just 15 minutes.