**Lay Representative Application form**

**Please return this form to: HEIW.QA@wales.nhs.uk**

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| **Title:****Full Name:**  | **Address:** |
| **Home Telephone No / Mobile No:****Email address (required):** | **Work Telephone:** |
| **Education and Qualifications** |
| Please give details of any relevant qualifications you hold: |
| **Work experience**  |
| Please give details of any current or past work experience relevant to this role:  |
| **Person Specification** |
| Please summarise how you meet each of the criteria in the job specification below. |
| **Essential:****Knowledge, Skills and Experience** |
| 1. Awareness of patient safety as the key driver for quality outcomes and ability to convey this to others
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| 1. Understanding of the core values of the NHS and a knowledge of healthcare issues in the broader context of health
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| 1. Understanding of diversity and equal opportunities issues and legislation and a commitment to applying these principles
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| 1. Ability to handle confidential and sensitive data and awareness of principles of data protection and patient/client confidentiality
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| **Planning, Analysis and Problem Solving** |
| 1. Accuracy and attention to detail in note taking and record keeping
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| 1. Ability to gather information from interview questions, make reasoned judgements and give feedback in a tactful and sensitive manner
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| 1. Ability to evaluate evidence and make informed and objective decisions
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| **Customer Service, Communication and Team Working** |
| 1. Ability to work as an effective team player with a co-operative approach to participation
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| 1. Ability to collaborate, negotiate and communicate with a wide range of people at all levels on a range of, sometimes complex, issues
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| 1. Ability to argue a coherent position, constructively challenge others and be challenged whilst respecting others’ views
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| 1. Demonstrate public service values of accountability, probity and openness and motivation to improve the quality of postgraduate education and training
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| **Desirable:****Knowledge, Skills and Experience** |
| 1. Computer literate and self-supporting with appropriate information technology (including having access to e-mail)
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| **Please tell us how you heard about this role.** |
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