**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 | |
| 1. Understanding of the core values of the NHS and a knowledge of healthcare issues in the broader context of health | |
| 1. Understanding of diversity and equal opportunities issues and legislation and a commitment to applying these principles | |
| 1. Ability to handle confidential and sensitive data and awareness of principles of data protection and patient/client confidentiality | |
| **Planning, Analysis and Problem Solving** | |
| 1. Accuracy and attention to detail in note taking and record keeping | |
| 1. Ability to gather information from interview questions, make reasoned judgements and give feedback in a tactful and sensitive manner | |
| 1. Ability to evaluate evidence and make informed and objective decisions | |
| **Customer Service, Communication and Team Working** | |
| 1. Ability to work as an effective team player with a co-operative approach to participation | |
| 1. Ability to collaborate, negotiate and communicate with a wide range of people at all levels on a range of, sometimes complex, issues | |
| 1. Ability to argue a coherent position, constructively challenge others and be challenged whilst respecting others’ views | |
| 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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