

Job Description

Job title	Quality & Compliance Admin	Job family	Healthcare
Reporting to	Director of Clinical Services/Associate DoCS	Job code	
Location	Site Based	Evaluation Date	July 2022

Job Purpose

Provide administrative support on all aspects of Governance Compliance and Complaints at site. Required to provide efficient, professional and effective administrative and secretarial support to the Hospital Director.

Responsibilities

- To support a patient safety culture and promote learning from incidents and complaints
- Support with investigations and reviews, including serious incidents, thematic reviews, whistleblowing and complaints, ensuring reports are submitted within the given timescales and in accordance with policies
- Monitor Patient experience across the site, review themes, and support the changes to practice and policy in response to this
- Work with Senior Management Team to review service improvement plans, and quality performance indicators and assist in having an agreed set of objectives with SMART measures
- Ensure robust recording, monitoring and tracking of CQC notifications, 24/72hr reports and TIR/SI reviews
- Co-ordinate responses to patient complaints in accordance with Complaints Policy
- Ensure these plans are reviewed, escalating concerns where improvement isn't occurring in a timely way
- Assist with providing analysis, thematic review and internal benchmarking in collaboration with colleagues and clinical networks
- Contribute to the Clinical Audit and Policy development and implementation; this includes embedding of learning, implementation of standards and that improvement is sustained
- Ensure that work is collaborative and in accordance with company and divisional values and behaviours at all times
- To assist with ensuring appropriate quality and safety continuous improvement in all areas for the people who use our services, so that services are consistent in high quality service delivery, to avoid fluctuations in quality and graduate the reduction in support so a self-sustaining culture which leads to better cost and clinical effectiveness is achieved
- Preparing Quality reports as and when required
- Leading on the organisation of the site Clinical Governance meeting.
- Using existing data systems and reports to support the site to improve patient experience and safety.
- You will be expected to provide cover and support to the wider team and site as and when needed

Knowledge / Education / Skills

- Experience in Administration.
- Excellent communication skills.
- Good organisation and time management
- Comfortable working within tight deadlines
- First class customer service skills
- Experience of audit processes

Experience

- Experience in a similar role within Healthcare
- Experience of effectively managing diaries and working within tight schedules

Communication

Communication is a key feature of the role. Additionally, the post holder will liaise with other departmental managers to ensure the quality of operational services continue to meet the needs of service users, visitors and colleagues

Responsibility

Leadership

No leadership responsibility

Budgets & Equipment

No budget or equipment responsibility

Information

Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Working Environment

Post holder will be based within hospital; will be in contact with service users and all visitors to the hospital.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> Celebrates success and supports colleagues through difficult times Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> Is honest and respectful in all interactions with colleagues and customers Demonstrates emotional control Ensures accurate recording of any transactions and interactions on all company documentation Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> Promotes the company in a positive way at all times Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> Always puts service quality first Shares and encourages innovation Keeps on top of new developments in the sector