

JOB DESCRIPTION

Job Title	Quality Team Administrator
Department	Clinical Quality
Reporting to	Head of Clinical Quality
Location	Little Havens
Purpose of Role	<p>The main purpose of the job is to provide administrative support to the clinical quality team and support the delivery of the teams objectives.</p> <p>The quality team is responsible for:</p> <ul style="list-style-type: none"> • Oversight of patient safety and quality • Information Governance and GDPR • Clinical audit and Quality improvement • Patient and user feedback • Production and dissemination of data reports • Oversight of compliance with CQC and other regulatory standards • Administration and management of the electronic patient record system (systemOne)
	<p>The following detail within the Job Description is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.</p> <p>Administrative tasks:</p> <ul style="list-style-type: none"> • Act as a point of contact for the quality and compliance team, responding to queries and routine matters, and passing on more complex queries to the relevant member of the team • Organise meetings and attend when required to take minutes • Support the team with the production of Clinical Quality data reports including reporting against key performance and quality indicators, ensuring all data is checked for accuracy and disseminated within the required timescales both internally and externally to key stakeholders. • Support the quality and compliance officer with the management of controlled documents (eg Policies and procedures) ensuring all documents are appropriately formatted according to organisation standards, in date and published. • Support the quality improvement and audit programmes ensuring there is an accurate and up to date record of activity, have oversight of deadlines to ensure actions required are undertaken within the timescales agreed and support the production of posters and reports as required. • Be responsible for the collation and reporting on patient feedback received, ensuring any queries or concerns received are promptly redirected as required.

	<ul style="list-style-type: none"> • Be responsible for actioning relevant workflow tasks from Sharepoint (or other systems) within agreed timescales. • Support the SystmOne lead with the administration of the organisations' patient record system (Systmone), including actioning of tasks, user queries and supporting the issuing and management of smartcards <p>Team / Organisational Work</p> <ul style="list-style-type: none"> • Foster a 'can do' culture by actively seeking solutions to problems • Foster a good working relationship with all colleagues including, Executive and department staff with whom the job interacts • Be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed • Attend staff meetings as required <p>Personal Development</p> <ul style="list-style-type: none"> • Participate in annual appraisals • Identify own ongoing educational needs and discuss with the Line Manager to achieve those development needs • Be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time. • Always conduct yourself in a professional manner. • Carry out all aspects of your role positively and with enthusiasm.
Personal Specification & Skills	<p>Essential</p> <p>GCSE (or equivalent) in English and Maths</p> <p>Intermediate keyboard and IT skills, working with Office 365 suite (Word, Excel, outlook, PowerPoint teams)</p> <p>Excellent Numeracy skills and attention to detail</p> <p>Excellent customer service</p> <p>Willingness to learn and develop new skills, particularly with respect to the use of local databases and IT systems</p> <p>Ability to communicate sensitively and diplomatically with a wide range of people</p> <p>Ability to work on own initiative and work effectively within a team</p> <p>Ability to multi task and manage a busy and varied workload, working methodically and paying attention to detail</p> <p>Friendly, caring attitude towards people</p> <p>Committed to maintaining confidentiality</p> <p>Committed to and/or respectful of Haven's ethos and care philosophy</p> <p>Committed to Equal Opportunities</p> <p>Enthusiasm</p>

	'Can do' attitude					
	Desirable					
	GCSE (or equivalent) in ICT or other IT related subjects					
	Experience of working with systmOne, (or other electronic patient record systems)					
	Experience of working in the Charity sector					
	Experience of working with Volunteers					
Car owner / driver or have access to own transport						
Expected Behaviour (Competencies)						
Core Competencies		Level 1	Level 2	Level 3	Level 4	Level 5
Working with Others			X			
Planning and Analysis			X			
Managing Change			X			
Customer Focus			X			
Communication, Drive & Impact			X			
Managing Ambiguity						
Copy of Job Description Issued to Current Job Holder						
I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.						
Safeguarding statement						
Havens Hospices is committed to safeguarding and promoting the welfare of children, young people and adults at risk. Havens expects all staff and post holders to share this commitment. References: A minimum of two referees must be obtained, one of which should be the current or most recent employer and both should be able to testify to the suitability for the role and whether there is any known reason why any candidate should not work with vulnerable groups. The charity will request a check via The Disclosure and Barring Service (DBS) for roles that require contact with children, young people and vulnerable adults and these must be obtained prior to commencing employment with the charity.						
Name			Date			

Last Update: April 2021