

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Quality and Governance Administrator

Accountable to: Head of Quality and Governance

Reporting to the Head of Quality & Governance, this role will provide the Hospice with a wide range of high quality administrative and support duties.

KEY PERFORMANCE AREAS

- Collate evidence of compliance in line with the CQC key questions.
- Assist in the preparation and formatting of reports.
- Provide clerical support for audits and compliance assurance processes, ensuring that all audits are completed within their specified timeframes.
- Collate, and prepare data for relevant reports and governance related subcommittees/forums.
- Support with the management of incident reporting and risk assessment processes across the Hospice.
- Collate and submit clinical data on behalf of the Clinical Services Director.
- Carry out all administrative tasks to support any events relating to Quality and Governance, Safeguarding & Information Governance.
- Support the Head of Quality & Governance with the management of policies/procedures and guidelines across the Hospice, ensuring they are kept up to date and shared with the wider team as needed.
- Coordinate the collection of patient feedback and facilitating the sharing of feedback. Obtain real time patient/customer feedback for sharing with the teams, as be an advocate for patient and customer experience throughout the Hospice.

PROFESSIONAL RESPONSIBILITIES

- Minimum of 3 years' experience in a healthcare (governance) administration related role.
- Maintain appropriate and respectful professional relationships with colleagues and other staff.
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures.
- Ensure effective use of Hospice resources.
- Act as an ambassador for the East Lancashire Hospice always promoting our vision which is to help everyone who encounters the Hospice make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death.
- Knowledge of the relevant legislative requirements and governing body reporting responsibilities of the hospice.
- Knowledge of regulatory compliance, NICE, audit, clinical effectiveness, Health & safety.
- Experience of incident and risk management reporting systems i.e Vantage/Datix.
- Experience in analysing clinical information and supporting the creation of written reports.
- Able to work to timescales and deadlines.
- Able to manage multiple tasks and priorities

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role.
- Participate in the Hospice appraisal system and access training opportunities to improve own knowledge and skills.
- Participate in the education and training of others as appropriate to the role.

MANAGING SERVICES

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures.

MANAGING PEOPLE

- Contribute with supporting and inducting new staff and volunteers in accordance with Hospice policy and procedures to ensure they have the appropriate information and training to carry out their role.

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance.
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures.
- Comply with the East Lancashire Hospice 'no smoking' policy in all Hospice premises and grounds.
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable).
- Ensure that infection control measures are followed in relation to your role.
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance.
- Work at all times to respect people's individuality, rights and diversity to ensure equality.

WORKING HOURS

The post holder will work their hours flexibly. These will be worked according to any 3 days of a 5-day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the Hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. East Lancashire Hospice is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED: **DATE:**

EAST LANCASHIRE HOSPICE
Person Specification

Date	Post- Quality and Governance Administrator	Recruiting manager- Head f Quality & Governance		
	Criteria	Essential	Desirable	Tested By
Experience	Minimum of 3 years' experience in a healthcare (governance) administration related role	✓		Application, Interview,
	Experience of incident and risk management reporting systems	✓		
	Experience in analysing clinical information and supporting the creation of written reports		✓	
	Experience with handling sensitive and confidential information	✓		
	Proficient in Microsoft Office Suite (Teams, Word, Excel, Outlook, PowerPoint)	✓		
	Good Customer Service skills and ability to speak with patients and customer in regard their experiences		✓	
Qualifications	5 GCSE's (A-C) or equivalent/Good general education	✓		Application
	Evidence of ongoing professional development		✓	
	Administration qualification		✓	
Knowledge	Knowledge of the relevant legislative requirements and governing body reporting responsibilities of the hospice	✓		Application, Interview,
	Knowledge of Risk Management		✓	
	Knowledge of Patient Safety framework		✓	
Skills	Excellent attention to detail	✓		
	Prioritise tasks efficiently		✓	

	Good time management	✓		Application, Interview,
	Ability to meet deadlines	✓		
	Accuracy in data entry	✓		
	Ability to work with a variety of people at all levels	✓		
	Professional phone and email etiquette	✓		
	Ability to proofread documents		✓	
	Possession of a valid driver's licence and access to a vehicle for work purposes	✓		
	Good organisational skills	✓		
Personal Attributes	Demonstrate a good work ethic that includes punctuality, integrity, respect of others and a commitment to professional practice.	✓		Application, Interview,
	Flexible, reliable, positive and proactive approach to work	✓		
	Capable of working independently or as part of a team		✓	
	Maintain a calm and professional demeanour, especially in challenging situations		✓	
	Friendly, approachable, trustworthy	✓		