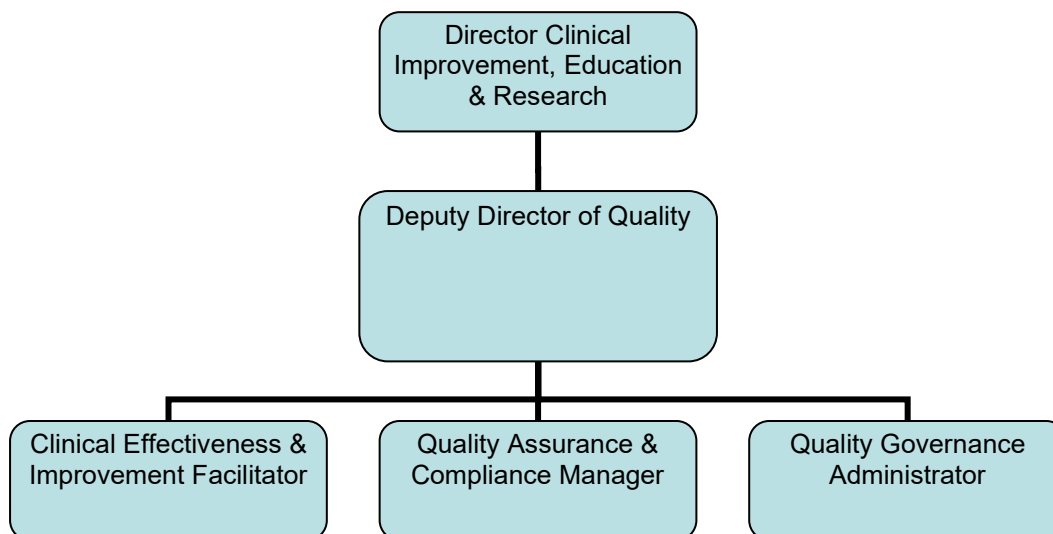


## JOB DESCRIPTION

<b>Job Title</b>	Quality Governance Administrator
<b>Responsible to</b>	/Deputy Director of Quality
<b>Principal contacts</b>	
<b>Internal:</b>	St Barnabas House and Chestnut Tree House hospice services
<b>External:</b>	Service users and their families, CQC, Clinical Commissioners and statutory agencies including NHSE.
<b>Location:</b>	St Barnabas House, Worthing



### Job purpose

The post holder will work closely with the Quality team providing administrative and secretarial support for a range of clinical governance and quality assurance activities. The administrator will be required to undertake a variety of tasks including managing and prioritising diaries and workload, setting tasks and keeping to timescales, convening and organising meetings, maintaining and updating filing/bring forward systems, preparing presentations and reports, initiating and responding to correspondence.

Minute-taking is a key function and candidates will need good typing and IT skills

## Principal duties and responsibilities

### Administrative, database & system Support

- Provide high quality administrative support to the Quality team. This includes arranging meetings, taking accurate minutes, preparing and formatting documents, filing, managing e-mails and correspondence, data entry and ensuring deadlines for report submissions to the groups are met.
- Undertaking the logging and tracking of policies, procedures, and guidelines
- Maintain the 'electronic calendar of events and room bookings for the Quality team
- Utilise MS Office software applications including Word, PowerPoint, Excel, and Publisher
- Uses own initiative, to manage work volume and priorities as directed by line manager
- Maintain and develop Quality Team data base and systems

### Liaison & communication

- Frontline ambassador for the department and St Barnabas Hospices mainly through telephone contact, but also face to face and written communications.
- Ensuring timely and accurate information goes out to relevant people and groups
- Liaise with external stakeholders to achieve optimum level of communication regarding all Quality related issues
- act upon information received, filtering information to appropriate people and/or identifying need for further action.

### Person Specification:

	ESSENTIAL	DESIRABLE
<b>Qualifications &amp; experience</b>	<p>Good standard of general education to GCSE level or equivalent</p> <p>At least three years working in a busy multi-function administration support environment, preferably in a setting with database knowledge</p> <p>Knowledge of medical/nursing/ education terminology desirable</p>	<ul style="list-style-type: none"> <li>▪ <b>Minute-taking</b></li> </ul>
<b>Skills</b>	<p>Able to work independently under pressure in a calm manner</p> <p>Able to work as part of a team whilst being able to use own initiative</p> <p>Ability to communicate effectively with care, compassion, and sensitivity</p> <p>Good keyboard/typing skills</p> <p>Excellent written and verbal communication skills</p> <p>Strong organisational skills</p> <p>Concise and accurate message taking</p> <p>Good attention to detail and accuracy</p> <p>Able to demonstrate fast and accurate keyboard skills</p> <p>Ability to draft correspondence, documents, reports</p> <p>Confident and self-aware</p>	<ul style="list-style-type: none"> <li>▪ Experience of quality governance work in the NHS or healthcare setting</li> </ul>

	Ability to deliver on deadlines	
<b>Knowledge</b>	IT proficiency with MS Office Suite. Previous use of database(s) Insight into palliative care desirable Effective manual handling knowledge	
<b>Aptitude and personal characteristics</b>	<ul style="list-style-type: none"> <li>▪ Flexibility</li> <li>▪ Efficient, courteous telephone manner</li> <li>▪ Calm and approachable</li> <li>▪ Able to work within multi-disciplinary team</li> <li>▪ Able to work unsupervised</li> <li>▪ Self-motivated</li> </ul>	

### **OTHER DUTIES**

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

### **ASSISTANCE**

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

### **CONFIDENTIALITY**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. Ensuring patient confidentiality is maintained in accordance with the Caldicott principal and Data Protection Act.

### **DATA PROTECTION**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

### **HEALTH AND SAFETY**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

## **JOB DESCRIPTION**

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice