

<b>Queenscourt Hospice Role Description</b>	
<b>Post:</b>	Quality and Governance Co-Ordinator
<b>Reportable to:</b>	Deputy Director of Nursing Services – Quality and Governance Lead
<b>Accountable to:</b>	Director of Nursing Services
<b>Grade:</b>	Band C

### **Role summary:**

The postholder will provide administration and co-ordination, to support the Quality and Governance team. In addition, the postholder will offer some administrative support, as required, to Social Work and Bereavement and Family Services. The postholder will have excellent proven clinical administration skills to support the Deputy Director of Nursing Services – Quality and Governance Lead in the development and monitoring of policies, procedures, guidelines, quality clinical governance objectives, systems and infra structure which will ensure the Queenscourt Hospice meets with its statutory, regulatory, and other compliance requirements. The role of the quality and governance co-ordinator will collate the data from various sources into meaningful reports. The postholder will be expected to liaise between health and social care professionals with some direct communication and support to patients and families. A flexible approach to working is required

### **Main Duties and responsibilities**

#### **Quality Services**

1. Responsible for collating data required to inform the monthly quality scorecard. Involves liaising with key personnel within QCH across a number of departments to ensure the data is received in good time in order to input and publish the data reports on time.
2. Working with the Deputy Director of Nursing Services – Quality and Governance Lead to produce the quality and governance reports following receipt of necessary data. Also responsible for sharing the report with all stakeholders ahead of attendance at meetings.
3. Supporting the Deputy Director of Nursing Services – Quality and Governance Lead, Director of Nursing and Senior Team to respond to information requests in a timely manner and within regulatory bodies timescales.
4. Co-ordinate the three-monthly audit process by liaising with the departments who are due to present an audit at the upcoming audit meeting and confirming their audits are taking place and their findings will be available to be presented at the meeting.
5. Co-ordinate the reporting of all clinical audits and apply RAG ratings in preparation for senior team meetings.
6. Support the maintenance of the mandatory training database and alert line managers and individuals when updated mandatory training needs to be carried out, as required. Update database following staff attendance at the training as required.
7. Participation in delivering aspects of the induction programmes and training sessions for new starters, such as handwashing, fire safety tour etc.
8. Being a point of contact in the absence of the Deputy Director of Nursing Services – Quality and Governance Lead. Assisting with queries across clinical, housekeeping and hotel services, escalating any concerns.
9. Promoting infection control and assisting in appropriate campaigns.
10. Researching new equipment and ordering regular supplies as required.

11. Attendance at appropriate meetings such as Infection Control, Housekeeping, Information Governance.
12. Use of IT skills to demonstrate and evidence quality data.
13. Maintaining the risk register with completed risk assessments from across the organisation.

#### **Social Work and Bereavement and Family Services**

14. Providing admin support if and as required to Bereavement and Family Services and Social Worker e.g. emailing, Continuing Health Care (CHC) applications; updating SystemOne.
15. Utilising effective communication skills and undertaking initial conversations with patients/family regarding access to benefits, social situation etc, escalating to social worker (or other Senior Clinical Team in their absence) as required and updating records. This may also include ascertaining the patient's preferred place of care.
16. Liaising with CHC staff regarding application decision and any further information required to complete applications.
17. Liaising with care agencies and care homes to assist in completing a package of care for patients.
18. Assisting in providing support to bereaved relatives at Stepping Stones events, both arranged and ad hoc.

#### **Policies and Procedures**

19. Understand and comply with the policies and practices of Queenscourt.
20. Participate in annual development and review processes.
21. Attend statutory training in accordance with Queenscourt requirements.

#### **Health and Safety**

22. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

#### **Other**

23. Maintain absolute confidentiality in all areas of work.
24. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity.
25. Any other duties commensurate with the grade and post.

#### **NOTE:**

**This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.**

## Person Specification – Quality Services Co-Ordinator

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> <li>Educated to Level 3 in relevant qualification or equivalent experience</li> <li>Educated to at least level 2 (GCSE or Equivalent) in numeracy and literacy or equivalent experience</li> <li>ECDL (Level 2) or equivalent IT qualification or evidence of extensive IT experience as part of an administrative role</li> </ul>	<ul style="list-style-type: none"> <li>Further education or general training relevant to the role</li> </ul>	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> <li>Experience of providing administrative or secretarial support</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with volunteers</li> <li>Experience of working in a charity</li> <li>Experience of working in a Healthcare setting</li> </ul>	Application Form Interview References
<u>Skills &amp; knowledge</u>	<ul style="list-style-type: none"> <li>Experience in use of databases</li> <li>Excellent communication skills, both written and verbal</li> <li>Understanding of Clinical Governance systems and processes</li> <li>Good level of IT Skills and knowledge of Microsoft Excel, Word and PowerPoint</li> <li>Excellent time management and ability to prioritise conflicting work demands</li> <li>Proven admin/secretarial skills</li> <li>Minute taking</li> <li>Good organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of palliative care</li> <li>Basic understanding of the Hospice movement</li> </ul>	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers.		References Interview

<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check
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