

## Job Description

|                 |                                          |
|-----------------|------------------------------------------|
| Job Title       | Clinical Governance Administrator        |
| Department      | Patient Services                         |
| Hours           | 15 hours per week- some flexible working |
| Responsible to  | Quality Improvement Lead                 |
| Responsible for | N/A                                      |

### About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

### Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ★ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ★ Take pride in being a great place to work and thrive
- ★ Deliver bespoke specialist care that supports dignity and choice
- ★ Use our expertise to educate and influence the delivery of excellence in end of life care



## Main Purpose & Scope

Responsible for providing administration support to members of the patient services leadership team.

A crucial aspect will be to assist with servicing quarterly clinical meetings, clinical governance, quality and audit workstreams and any other ad-hoc project groups.

## Key Accountabilities and areas of responsibility

- Provide secretarial support. This will involve working closely with the leads in patient services and some external communication.
- Undertake meeting servicing as required; including collating and despatching agenda papers for meetings of various groups, supporting with report writing and minute taking & some action follow up for:
  - Quality Improvement and Audit
  - Clinical Governance
  - Holistic wellbeing group
  - Medicines management
  - Infection Prevention and Control
  - Safeguarding quarterly meeting
  - PSIRF (incident) Learning and response group
  - National cleanliness audit reporting
- Project support – e.g. for CQC action plan, quality improvement projects and will include research support when this develops at Prospect for co-ordinating and support with report submission.
- Supporting with arrangements for patient and public consultation/ review meetings
- Audit schedule - collating results and recording in database
- Quality Improvement Programme - document management and updates
- Quality Contract – collating and submitting reports
- Quality Account – assist with formulating this annual report
- Policies – formatting documents and filing, support with review forward planning and collating updates
- Patient Safety Incident reporting

### General

- Setting up group meetings
- Formatting of documents

## Key Contacts

- Director of Patient Services
- Quality Improvement Lead
- Head of Community Services
- Clinical Governance Lead
- Advanced Nurse Practitioner
- Head of Community Services
- Clinical Leads and team leaders
- Consultant and doctors
- External Stakeholders / Partners



## Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end-of-life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

## Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice.

## Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

## Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



# Person Specification

| Criteria Category            | Requirements                                                                              | Essential (E)<br>Desirable (D) |
|------------------------------|-------------------------------------------------------------------------------------------|--------------------------------|
| Education and Qualifications | Educated to GCSE level (or equivalent), including Grade C/4 or above in English and Maths | E                              |
|                              | Further professional development in administration, governance or project support         | D                              |

| Criteria Category | Requirements                                                                                                                             | Essential (E)<br>Desirable (D) |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
|                   | Proven experience of providing high quality administrative and secretarial support to senior managers or leadership teams                | E                              |
|                   | Experience of supporting formal meetings, governance groups or committees through agenda preparation, minute taking and action tracking. | E                              |
|                   | Experience of managing diaries and coordinating meetings                                                                                 | E                              |
|                   | Experience of handling confidential and sensitive information appropriately                                                              | E                              |
|                   | Experience producing professional reports, correspondence and documentation to a high standard                                           | E                              |
|                   | Experience maintaining records, databases and document management systems                                                                | E                              |
|                   | Experience supporting projects, audits or improvement initiatives                                                                        | D                              |
|                   | Experience of working in a healthcare, charity or public sector environment                                                              | D                              |
|                   | Understanding of governance and assurance processes                                                                                      | D                              |

| Criteria Category | Requirements                                                                                                                    | Essential (E)<br>Desirable (D) |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Skills            | Excellent written communication skills, including the ability to produce clear and accurate minutes, reports and correspondence | E                              |
|                   | Highly proficient in Microsoft Office applications, including Outlook, Word, Excel, PowerPoint and Teams                        | E                              |
|                   | Excellent interpersonal skills with the ability to communicate effectively at all levels                                        | E                              |
|                   | Strong organisational and administrative skills with the ability to prioritise and manage competing demands                     | E                              |
|                   | Excellent attention to detail and commitment to accuracy                                                                        | E                              |
|                   | Proactive and solutions-focused, with a willingness to take ownership and see tasks through to completion                       | E                              |
|                   | Ability to adapt to changing priorities and work flexibly within a busy environment                                             | E                              |

Here we...



|  |                                                                                                |   |
|--|------------------------------------------------------------------------------------------------|---|
|  | Ability to interact and communicate effectively with a wide range of people                    | E |
|  | Ability to prioritise effectively and work under pressure                                      | E |
|  | Ability to work independently, using initiative and sound judgement                            | E |
|  | Ability to handle sensitive situations with professionalism, discretion and empathy            | E |
|  | Resilient and able to remain calm under pressure                                               | E |
|  | Ability to support projects and coordinative activities across involving multiple stakeholders | D |

| Criteria Category  | Requirements                                                                                                                                       | Essential (E)<br>Desirable (D) |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Personal Qualities | Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times                                                       | E                              |
|                    | Have a track record of working inclusively and a genuine appreciation of the value of diversity                                                    | E                              |
|                    | Compassionate and emotionally intelligent, with sensitivity to the hospice environment                                                             | E                              |
|                    | Resilient and able to remain calm and effective when managing competing demands                                                                    | E                              |
|                    | High level of integrity, discretion and professionalism                                                                                            | E                              |
|                    | Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same | E                              |
|                    | To be authentic, open honest and transparent                                                                                                       | E                              |

## Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

*This job description does not form part of your Contract of Employment*

