



## Job Description

**Job Title:** Clinical Governance Quality Administrator, Integrated Urgent Care (IUC)  
**Reference No:** YAS578  
**Department:** Integrated Urgent Care  
**Base:** Wakefield and Rotherham call centres  
**Band:** Band 3

### Organisational Relationships:

**Responsible to:** Clinical Governance Quality Co-ordinator, IUC  
**Accountable to:** Clinical Governance Quality Co-ordinator, IUC  
**Responsible for:** No staff management responsibilities

### Organisational Chart



### Organisational Values

You will share a commitment to our values:

**One Team**  
**Innovation**  
**Resilience**  
**Empowerment**  
**Integrity**  
**Compassion**

### Job Role Summary

As a Clinical Governance Quality Administrator you will provide an administrative service for risks, complaints (including concerns, compliments and comments), and incidents arising from the IUC service.

You will assist the Head of Nursing & Quality Assurance for IUC in the management of risks, complaints and incidents in accordance with YAS policies and procedures.

### Core Responsibilities

#### Communication and Relationship Responsibilities

- To receive details of risks, complaints and incidents, both oral and written which may involve frequent exposure to verbal aggression from callers.
- To adapt communication skills where the caller may not easily understand due to special needs, age, etc.
- To respond professionally, positively and promptly to all enquiries and incoming calls taking the appropriate course of action

- To send appropriate letters relating to risk, complaints and incidents.
- To receive mail, e-mails, faxes and telephone calls and redirect as appropriate
- To make telephone calls/e-mails on behalf of the Head of Quality Assurance, IUC, and the Clinical Governance Quality Co-ordinators, requesting and relaying information in an efficient manner.
- To action replies to any communication as directed Head of Nursing & Quality Assurance, IUC, and the Clinical Governance Quality Co-ordinators
- To advise those who have raised a risk, complaint or incident how the processes operates
- To handle calls and enquiries from patients, complainants and staff who are involved in investigations, giving guidance and support
- To develop working relationships with colleagues within the Trust and other organisations that are productive in terms of supporting and sharing best practice.

### **Analytical and Judgemental Responsibilities**

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- To produce reports relating to risks, complaints and incidents including near misses
- To ensure that systems are in place to maintain confidentiality and security of records and documents
- To manage and prioritise own workload and provide administrative functions as requested to maintain service continuity using time management and organisation skills, requesting advice from a manager when required.
- To request information from various sources to provide the Clinical Governance Quality Co-ordinators with sufficient details and background to enable responses to risks, complaints and incidents
- To use initiative and independently reply to and action correspondence where necessary
- To maintain confidentiality at all times when dealing with relatives, patients and the public exercising tact and diplomacy and adhering to Trust policies
- To maintain evidence folders relating to IUC for CQC and NHSLA
- To ensure that alert flags relating to vulnerable patients are inputted and maintained
- To provide information in response to Freedom of Information (FOI) requests
- To provide administrative support to NHS Pathways/DOS
- To undertake alternative roles (with appropriate training and support) within the wider Trust in a business continuity situation
- To regularly produce information to demonstrate evidence and assurance of compliance to systems and procedures including their regular review and evaluation to deliver continuous improvement

### **Planning and Organisational Responsibilities**

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- To record and update details of risks, complaints and incidents on the data management system.
- To gather and collate information relating to risks, complaints and incidents relating to the IUC service
- To maintain accurate records for risks, complaints and incidents relating to the IUC service
- To ensure that the data management system is kept up to date
- To provide administrative duties relating to risks, complaints and incidents within the IUC service
- To provide preliminary investigative documentation to the Clinical Governance Quality Co-ordinators for risks, complaints and incidents
- To use a range of software including Word, Excel, Access, Power Point, bespoke data management systems, Internet Explorer and Outlook
- To maintain a diary of appointments for the Head of Nursing & Quality Assurance, IUC, and the Clinical Governance Quality Co-ordinators

- To maintain a directory of contact numbers/addresses, etc. relating to the business of the IUC service
- To photocopy and scan all documentation relating to risks, complaints and incidents onto the relevant data management records
- To archive records relating to risks, complaints and incidents
- To assist in the preparation of regular reports for the Head of Nursing & Quality Assurance, IUC
- To provide administrative cover for Governance colleagues as appropriate, which may require working from an alternative location

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#### **Policy and Service Development Responsibilities**

- To support the organisation to act safely and responsibly in relation to staff, patients, and the communities in which they work. Ensure that the law in key areas such as health and safety, employment, finance is complied with in area of responsibility
- To work within specific regulations such as governance arrangements and ethical frameworks for the NHS and ensures that the rest of the team also complies with the regulations
- To support the Head of Nursing & Quality Assurance, IUC and the Clinical Governance Quality Co-ordinators and contribute to continuous improvements and developments of service

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#### **Financial, Physical and Information Resource Responsibilities**

- To order stationery for the Clinical Governance Quality team via the Personal Assistant to the Associate Director of Integrated Urgent Care
- To have responsibility for IUC Clinical Governance Quality equipment (computers, photocopiers, printers, fax machines, scanners,) and ensure efficient reporting of defects and faults for the maintenance of all office equipment
- To organise and maintain effective administrative procedures, filing systems, photocopying and postal systems for the IUC service
- To ensure that the Governance office environment is fit for purpose for staff to work in; working with estates and IT to make sure the environment is conducive to effective working
- To identify areas where financial controls may be required to assist in maintaining balanced budgets for the IUC service
- To ensure that all financial documentation, e.g. purchase requisitions, staff timesheets, etc. are completed and authorised in accordance with Trust procedures

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#### **Research and Audit Responsibilities**

- To review and update working practices in light of any developments
- To monitor quality of own work to ensure that the required standards of performance are met.
- To contribute to the development of a continuous Quality Improvement process for the trust
- To regularly review and update the four C's process, ensuring consistency and fairness, ensuring that the trust is compliant with the guidance received both locally and nationally

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#### **Leadership, Management, Training and Supervision Responsibilities**

- To undertake activity necessary to ensure that own professional qualifications are maintained
  - To ensure own ongoing personal and professional development including participating in personal development reviews
  - To identify and undertake activities to develop knowledge, skills and understanding where
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gaps have been identified

- To supervise Trainees
- To supervise observers on an occasional basis
- To undertake necessary training and development to ensure that your own professional qualifications are maintained and that you develop these skills as new technology is introduced

### **Corporate Responsibilities**

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- It is the responsibility of each member of staff to ensure that they maintain the confidentiality and security of all information in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott.
- Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.
- Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and to ensure their own safety and the safety of colleagues and patients.
- Mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.
- Staff should be aware of their individual responsibilities under the Equal Opportunities Policy and ensure that they adhere to the provisions of the policy.
- Individuals are also required to comply with the policies, procedures and protocols in place within the Trust.
- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.
- To promote the Visions, Values and goals of the organisation

### **Safeguarding Children**

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- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).  
<http://www.workingtogetheronline.co.uk/index.html>

### **Safeguarding Adults**

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- To recognise and report to the appropriate authorities any concerns regarding Vulnerable Adult issues to include social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

#### **For Administrative Purposes only:**

Prepared/Reviewed by: Karen Cooper

Approval Date: December 2018

Review Date:

[illegible]

Values and Behaviours	<ul style="list-style-type: none"> <li>• <b>One Team</b> <i>We share a common goal: to be outstanding at what we do.</i> <i>We are collaborative and inclusive</i> <i>We celebrate success together and support each other, especially through difficult times</i></li> <li>• <b>Innovation</b> <i>We pioneer new ways of working.</i> <i>We are at the forefront in developing professional practices</i> <i>We have a positive attitude and embrace challenges and opportunities</i></li> <li>• <b>Resilience</b> <i>We always support each other's mental and physical wellbeing</i> <i>We have the flexibility to adapt and evolve to keep moving forward for patients.</i> <i>We remain focused and professional in the most difficult of circumstances</i></li> <li>• <b>Empowerment</b> <i>We take responsibility for doing the right thing, at the right time for patients and colleagues.</i> <i>We are willing to go the extra mile.</i> <i>We continuously build our capabilities through training and development</i></li> <li>• <b>Integrity</b> <i>We are open and honest</i> <i>We adhere to professional standards and are accountable to our communities and each other</i> <i>We listen, learn and act on feedback.</i> <i>We respect each other's point of view</i></li> <li>• <b>Compassion</b> <i>We deliver care with empathy, respect and dignity</i> <i>We are passionate about the care of patients and their carers</i> <i>We treat everyone fairly, recognising the benefits of living in adverse society</i> <i>We listen to and support each other</i></li> </ul>	Essential	App/Interview
Personal/Other	<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> <li>• Ability to work out of hours to meet organisational need when required</li> <li>• Accuracy, attention to detail, observant and discreet</li> <li>• Excellent interpersonal skills, showing sensitivity and empathy</li> <li>• Prioritising work and excellent organisational skills</li> <li>• Self-motivated, determined and ability to meet deadlines</li> <li>• Calmness, tact and diplomacy</li> </ul>	Essential	

	<ul style="list-style-type: none"> <li>• Trustworthy, reliable and conscientious</li> <li>• Effective communicator at all levels</li> <li>• Positive and outward looking</li> <li>• Able to pass pre-employment medical</li> <li>• Ability to travel to alternative sites in a timely manner</li> <li>• Current driving licence</li> </ul>	Desirable	
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## Job Risk Profile

This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Lifting Weights/objects between 6 – 15 kilos		X				
Lifting weights/objects above 15 kilos		X				
Using equipment to lift, push or pull patients/objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency		X				
Driving alone/with passengers/with goods		X				
Invasive surgical procedures		X				
Working at height		X				
Concentration to assess patients/analyse information	X				X	Creating, reviewing and amending records in Datix and deal with complex complaints information
Response to emergency situations		X				
To change plans and appointments / meetings depending on the needs of the role	X		X			There may be a requirement to change roles in a Business Continuity situation
Clinical Interventions		X				
Informing patients family/carers /stakeholders of unwelcome news	X			X		There will be a requirement to inform patients, family, carers, etc. of unwelcome news whilst dealing with complaints



Caring for terminally ill patients		X				
Dealing with difficult family situations		X				
Caring for / working with patients with severely challenging behaviour	X			X		Requirement to give advice directly to patients who may have challenging behaviour e.g. frequent callers, patients with mental health issues
Typing up of minutes / case conferences	X				X	Completion of accurate notes in Datix and notes from meetings
Clinical / hands on patient / client care		X				
Contacts with blood / bodily fluids		X				
Exposure to verbal aggression	X			X		Potentially some exposure to verbal aggression eg frequent callers or patients with mental health issues
Exposure to physical aggression		X				
Exposure to unpleasant working conditions dust / dirt / fleas		X				
Exposure to harmful chemicals / radiation		X				
Attending the scene of an emergency		X				
Food preparation and handling		X				
Working on a computer for majority of work	X				X	Requirement to work on a computer for majority of the working day / standard keyboard use.
Use of road transport		X				