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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Clinical Audit & Effectiveness Support Officer** |
| **Band:** | **Band 4 subject to formal matching** |
| **Responsible To:** | **Clinical Audit & Effectiveness Manager** |
| **Accountable To:** | **Clinical Audit & Effectiveness Manager** |
| **Section/Department/Directorate:** | **Clinical Audit & Effectiveness** |

**Job Purpose:**

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| To support the assurance, evaluation, and improvement of patient care through the facilitation of Clinical Audit & Effectiveness activity in the Trust, by:   * Supporting the facilitation with regards to Local and National Clinical Audit & Effectiveness activity and those related to Trust priorities/objectives, corporate requirements and other staff projects. * To promote and encourage a culture that is committed to continuously improving and providing high quality patient services. * To assist with, and ensure that the trust meets its corporate audit requirements e.g. National Audits, local audits. * Support the clinical audit facilitators. | |
| **Context:** |
| The Clinical Audit Effectiveness Support will be based in the acute hospital.  The post holder will fulfil all tasks and work as part of a team.To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.   |  | | --- | | **Key Working Relationships:**  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. | |

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| **Organisational Chart:** |
| Chief Medical Officer  Executive Support Manager  Clinical Audit and Effectiveness Manager  Clinical Audit and Effectiveness Facilitators  Clinical Audit Effectiveness Support |
| **Key Result Areas/Principal Duties and Responsibilities**  To support with clinical audit and effectiveness projects from topics identified within the annual clinical audit programme, managing own workload to meet priorities and deadlines.  To undertake data collection using a range of methods including screening of paper and computerised records, questionnaire, interview and observational techniques in liaison with clinical teams and under the  To assist the clinical audit facilitators with local mandatory or national audits as required meeting appropriate deadlines.  To prepare reports.  To support clinical audit & effectiveness facilitators as required.  Such other duties as are within the spirit of the job, post title and grading. |
| **Communication and Relationship Skills**  Able to communicate effectively with all levels of staff.  Able to inspire and motivate people to maintain the momentum of clinical audit projects.  Able to support staff in the process of change.  Able to communicate with patients/carers as part of audit activity.  The role involves liaison on a daily basis with work colleagues and a variety of healthcare professionals at all levels. There is often a need to maintain a level of professionalism and decorum in difficult situations with clinicians. There is a substantial amount of self-direction but within the limits of departmental & organisational processes and frameworks.  Patients’ dignity, privacy and confidentiality should be maintained at all times either when obtaining information/data directly from the patient or indirectly from case notes.  **Analytical and Judgement Skills**  To develop and maintain spreadsheets and other tools.  To collate, analyse and present audit data using appropriate data analysis and graphics software.  To attend meetings as required, representing the Department in a professional manner, including making accurate notes of meeting outcomes and giving verbal reports of meetings as appropriate.  **Planning and Organisational Skills**  Able to plan own workload, within agreed audit programme.  Able to prioritise and work to timescales.  Able to maintain continuous professional development.  **Physical Skills**  Able to travel to locations throughout the Trust  **Responsibility for Patient and Client Care**  This post is not patient facing.  **Responsibility for Policy and Service Development**  To work within trust and departmental policies.  To contribute to the development of local clinical audit policies and procedures  To actively seek opportunities to contribute to the efficiency and effectiveness of the department, the service it provides and the standard of clinical governance support within the Trust  **Responsibility for Financial and Physical Resources** to use Trust finances and resources appropriately  **Responsibility for Information Resources** to maintain confidentiality  **Physical Effort**  Long periods of time spent in the clinical audit office working at computer/VDU  Occasional need to lift heavy sets of patient notes  **Mental Effort**  Able to undertake complex clinical audit activities as major part of workload  Able to concentrate for long periods in designing projects, data analysis/ interpretation and delivering training    **Emotional Effort**  Occasional exposure to distressing medical information  **Working Conditions**  Predominantly office based |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

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**POST :**  **Clinical Audit Effectiveness Support**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Diploma equivalent professional qualification/experience  Experience in data collection and analysis methods.  Theoretical and practical knowledge of clinical audit (or a related quality improvement approach) processes, procedures, and methodologies acquired through experience and/or training. | E  D  D |  |  |  |
| KNOWLEDGE/SKILLS:  Experience in the design of clinical audit or related quality improvement approaches, including the analysis and interpretation of audit results  Proficient in the use of data analysis software, eg. SPSS, Access,Excel  Experience in the design, development and maintenance of databases/spreadsheets (D) | D  E  D |  |  |  |
| EXPERIENCE:  Demonstrable experience of working in the NHS.  Skilled in the effective communication of data using a variety of methods (verbally/ in writing/ presentations) .  Experience in providing training in relevant techniques for clinical audit and effectiveness activity | D  E  D |  |  |  |
| PERSONAL REQUIREMENTS:  Good interpersonal and communication skills.  Good organisational skills |  |  |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |  |  |

\*Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour |  | Manual Handling |  |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |