

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Audit & Effectiveness Support Officer
Reports to	Clinical Audit & Effectiveness Manager
Band	4 – subject to matching
Department/Directorate	Clinical Audit & Effectiveness

JOB PURPOSE
To provide skilled administrative, information and project support for the Trust clinical audit and effectiveness programme. The post holder coordinates defined workstreams across local and national clinical audit and NICE guidance, maintains specialist information systems, supports users, resolves day-to-day problems, monitors delivery against agreed requirements and deadlines, and produces accurate information for operational and governance reporting.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Act as a first point of contact for clinical audit and NICE guidance enquiries, providing clear advice on established processes, documentation, systems and timescales, and referring matters outside the role's authority appropriately. • Register proposed clinical audits on the approved system, check submissions for completeness and consistency, coordinate the established vetting process, follow up queries and maintain an auditable record of decisions and approvals. • Coordinate allocated local and national clinical audit activity, maintaining project records, schedules, documentation, datasets and reporting information from registration through to completion. • Identify newly published NICE guidance, register it promptly, obtain and prepare the relevant assessment documentation, identify appropriate leads using established routes, and disseminate requirements for assessment. • Coordinate NICE baseline assessments and implementation monitoring; track responses and actions, follow up incomplete or overdue items, identify reported non-compliance and escalate in accordance with agreed procedures. • Maintain the clinical audit, NICE compliance and SharePoint information systems, ensuring records are complete, current, secure and traceable; and produce routine and ad hoc reports, summaries, charts, presentations and status information for clinical teams, specialties, Care Groups and Trust committees. • Collect, validate, analyse and present clinical audit and NICE information using approved digital tools; investigate discrepancies, compare available information, determine the appropriate corrective action within established procedures and escalate material concerns. • Plan and organise own workload and defined workstreams to meet competing deadlines, adjusting activity when priorities, information or delivery dates change. • Provide practical guidance, demonstrations and training to users on clinical audit and NICE processes, templates and approved information systems, using tact, persuasion and appropriate challenge to obtain complete and timely information and maintain progress. • Contribute to the development and implementation of procedures, templates, guidance and improvements within the post holder's own area of work. • Undertake data collection using approved methods, which may include reviewing electronic or paper records, questionnaires and observational approaches, in liaison with clinical teams and under appropriate clinical audit oversight. • Provide operational support to Clinical Audit & Effectiveness Facilitators, build effective working relationships with colleagues and stakeholders at all levels, and contribute flexibly to wider team priorities.

KEY WORKING RELATIONSHIPS

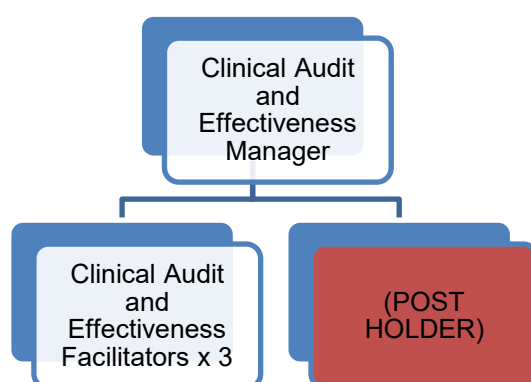
Areas of Responsibility: Clinical audit

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Clinical Audit & Effectiveness Manager and team • Clinical leads and project owners • Specialty and Care Group governance teams • NICE implementation leads • Information, quality and governance colleagues	• NICE and national clinical audit providers • Colleagues in other NHS organisations • Other approved external partners relevant to allocated work

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder works within clearly defined Trust and departmental policies, procedures and agreed programme requirements. Work is managed rather than supervised. The post holder organises day-to-day workload, resolves routine and non-routine operational issues within their area, determines when information is incomplete or inconsistent, and decides when matters require referral or escalation. A manager or facilitator is available for advice on matters outside established procedures, material non-compliance, clinical interpretation or significant risk.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will:

- act as a key point of contact for clinical audit and NICE guidance activity, communicating regularly with the Clinical Audit and Effectiveness team, clinical leads, project owners, specialty and Care Group teams, and other internal and external stakeholders.
- provide and receive detailed and, at times, complex information relating to clinical audit requirements, project progress, NICE guidance assessments, reported compliance, outstanding actions and deadlines. Information will be communicated verbally, electronically and through written reports, correspondence and presentations.
- explain established clinical audit and NICE processes, documentation, systems and timescales to staff at all levels. This will require the use of tact, persuasion, motivation and appropriate challenge to secure complete and timely responses, resolve queries, maintain the momentum of projects and support staff to meet agreed requirements.

- provide practical guidance, demonstrations and process or system training to colleagues and users. This may include supporting staff to complete clinical audit documentation and NICE baseline assessments and explaining the use of relevant templates and information systems.

The role requires effective and professional communication where information is incomplete, deadlines have not been met or reported findings indicate non-compliance. The post holder will follow up outstanding responses; explain the action required and escalate concerns in accordance with established procedures.

The post holder will be required to communicate courteously and sensitively, respecting confidentiality and maintaining professional standards when dealing with difficult situations or sensitive clinical, performance or governance information.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will collate, validate, analyse, interpret and present clinical audit and NICE guidance information using appropriate data-analysis and reporting tools.

The role requires the post holder to compare information from several sources, including project submissions, assessment documentation, clinical or administrative records, spreadsheets, information systems and responses from clinical teams. The post holder will check information for completeness, accuracy, consistency and compliance with established requirements.

The post holder will investigate discrepancies, omissions and conflicting information and determine the appropriate course of action from a range of available options. This may include correcting records, requesting clarification or additional evidence, referring a submission for further review, following up incomplete information or escalating an issue in accordance with agreed procedures.

The post holder will use judgement to identify incomplete, overdue or potentially non-compliant activity and determine when further action or escalation is required. Matters requiring clinical interpretation, decisions outside established procedures or consideration of significant risk will be referred to the appropriate Clinical Audit and Effectiveness Facilitator or manager.

The post holder will undertake initial checks of proposed clinical audit activity, ensuring submissions contain the required information before progressing through the established vetting and authorisation process.

The post holder will analyse audit and NICE data to identify progress, exceptions, outstanding actions and reporting requirements.

The post holder will also identify relevant cases or records under the direction of a Clinical Audit and Effectiveness Facilitator and enter information onto appropriate national or local audit systems.

PLANNING/ORGANISATIONAL SKILLS

The post holder will plan and organise their own workload and coordinate several concurrent clinical audit and NICE guidance workstreams within the agreed clinical audit and effectiveness programme.

This will include coordinating project registrations, vetting activity, data collection, meetings, assessment documentation, reporting cycles, follow-up activity, action monitoring and agreed deadlines.

The post holder will maintain schedules and monitoring information for allocated workstreams, ensuring that required activity is initiated, progressed, recorded and completed within agreed timescales.

The post holder will coordinate contributions from a range of clinical and non-clinical colleagues, issue reminders, follow up outstanding information and ensure that relevant documentation and reporting information are available when required.

PATIENT/CLIENT CARE

This is not a patient-facing role and any direct contact with patients or service users will be incidental. The post holder may access patient-identifiable, confidential or sensitive clinical information when undertaking or supporting approved clinical audit data collection, reviewing electronic or paper records, identifying relevant cases or validating information.

The post holder must protect patients' dignity, privacy and confidentiality at all times and ensure that information is accessed, processed, stored and shared only for an authorised purpose and in accordance with Trust policies, information-governance requirements and relevant legislation.

POLICY/SERVICE DEVELOPMENT

The post holder will work within and implement relevant Trust and departmental policies, procedures, standards and guidance in all areas of responsibility.

The post holder will contribute to the development, review and implementation of procedures, templates, guidance and working practices within the Clinical Audit and Effectiveness service.

The post holder will identify opportunities to improve the efficiency, consistency, quality and effectiveness of processes within their own area of work. This may include proposing improvements to project-registration arrangements, monitoring processes, data-quality checks, spreadsheets, forms, system records, reporting templates and approaches to follow-up and escalation.

The post holder may be required to test or support the implementation of revised processes and digital tools, provide feedback on their operation and support colleagues and users to adopt agreed changes.

The post holder may also participate in reviews or evaluations of departmental processes, systems and working practices to support service improvement and improve the quality, consistency and efficiency of the Clinical Audit and Effectiveness service.

Changes with implications beyond the post holder's own area of work, or which affect Trust-wide policy or clinical decision-making, will be referred to the Clinical Audit and Effectiveness Manager or other appropriate lead for consideration and approval.

FINANCIAL/PHYSICAL RESOURCES

The post holder will use Trust equipment, supplies and other resources safely, responsibly and efficiently, maintaining awareness of their financial and environmental impact. The post holder will be responsible for the safe and appropriate use of equipment provided for the role and will report any loss, damage or faults through established procedures.

Where formally authorised, the post holder will be a signatory for small-value purchases, such as office supplies, within agreed delegated limits and in accordance with Trust financial procedures.

HUMAN RESOURCES

The post holder will maintain their professional development and complete required training to support the effective delivery of the role.

INFORMATION RESOURCES

The post holder will create accurate reports, summaries, charts and presentations to support operational monitoring and governance reporting.

The post holder will maintain accurate and reliable clinical audit, NICE guidance and SharePoint information systems and records. This represents a significant and regular responsibility within the role.

The post holder will enter, update, validate, store and retrieve information relating to project registration, vetting, assessment, reported compliance, deadlines, actions, decisions and escalation.

Records must be complete, current, secure, traceable and suitable for operational and governance reporting.

The post holder will maintain an accurate audit trail of submissions, responses, decisions, reported compliance, outstanding actions and escalations.

The post holder will regularly develop, create and adapt spreadsheets, forms, monitoring tools, reports, summaries, charts, presentations and other documentation to meet the requirements of clinical audit, NICE guidance monitoring and the wider Clinical Audit and Effectiveness service.

The post holder will run routine and ad hoc reports, undertake data-quality checks, investigate discrepancies and present information in a clear and appropriate format for clinical teams, specialties, Care Groups and Trust committees.

The post holder will use approved digital and information tools to support document review, project vetting, data collection, validation, monitoring and reporting.

RESEARCH AND DEVELOPMENT

The post holder will undertake and support clinical audits, surveys, questionnaires, observational reviews and other approved data-collection activity relevant to the service and allocated projects.

The post holder may contribute to the development of data-collection tools and supporting documentation, collect information using agreed methodologies, validate and collate findings, and assist with the analysis and presentation of results.

The post holder will undertake clinical audit and survey activity in accordance with relevant Trust policies, approved project arrangements and the direction of the appropriate Clinical Audit and Effectiveness Facilitator or project lead.

PHYSICAL SKILLS

The post holder will require accurate and proficient keyboard and computer skills, developed through regular practice, to operate a range of information systems and digital applications.

PHYSICAL EFFORT

The role involves a combination of sitting, standing and walking, with frequent requirement to sit in a restricted position while using display-screen equipment for a substantial proportion of the working day but will have opportunities to get up and move around as needed during the course of the day.

The post holder will undertake mainly light physical activity associated with routine office-based duties, including handling paper records, documents and equipment.

The post holder may occasionally be required to travel between Trust locations.

MENTAL EFFORT

The post holder will require frequent concentration when reviewing documentation, entering and validating data, comparing information from different sources, analysing results, maintaining information systems and producing accurate reports.

Periods of sustained concentration may typically continue for one to two hours when undertaking data analysis, reviewing records, preparing reports or completing detailed information-processing tasks.

The workload may be variable and the post holder will be required to switch between tasks, respond to interruptions and manage competing deadlines while maintaining the accuracy and quality of their work.

There may be an occasional requirement for more sustained concentration when investigating discrepancies, completing time-critical returns or reviewing information across multiple systems or screens.

EMOTIONAL EFFORT

The post holder may occasionally encounter difficult or challenging interactions when following up overdue information, explaining requirements, requesting corrective action or escalating incomplete or reported non-compliant activity.

There may be rare exposure to distressing clinical information when reviewing patient records or data for clinical audit purposes.

Support and escalation routes will be available through the Clinical Audit and Effectiveness team and relevant Trust procedures.

WORKING CONDITIONS

The post holder will use display-screen equipment and computer-based information systems frequently, and for a substantial proportion of the working day.

Normal office working conditions apply, with minimal exposure to unpleasant environmental conditions.

The post holder may occasionally be required to travel between Trust locations, work in different office or clinical-administration environments, or work alone in accordance with Trust lone-working arrangements.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Clinical Audit & Effectiveness Support Officer
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	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of general education must include Maths and English GCSE grade 5 or higher	✓	
Knowledge of administrative, information-management and project-support procedures, specialist IT systems and data handling, acquired through relevant training and experience to diploma-level equivalent.	✓	
Practical knowledge of clinical audit, quality improvement, project support or a closely related governance process, acquired through relevant training and/or experience.	✓	
Relevant qualification or formal training in administration, project support, data analysis, clinical audit, quality improvement or clinical governance.		✓
KNOWLEDGE/SKILLS		
General knowledge of clinical audit, quality improvement or a related structured project approach.	✓	
Understanding of the importance of confidentiality and the secure handling of sensitive information.	✓	
Ability to communicate detailed or complex process and performance information clearly, verbally and in writing.	✓	
Ability to use tact, persuasion, motivation and appropriate challenge to secure information, explain requirements and maintain progress.	✓	
Ability to compare information from different sources, identify discrepancies or omissions, consider available options and determine the appropriate action or escalation route.	✓	
Ability to plan, organise and reprioritise several concurrent workstreams to meet changing and competing deadlines.	✓	
Strong skills in Microsoft Excel, Word, Outlook and PowerPoint, with the ability to use databases and specialist information systems confidently.	✓	
Ability to develop and adapt spreadsheets, forms, reports, presentations and monitoring information.	✓	
Accurate and proficient keyboard skills, a high level of digital literacy and strong attention to detail.	✓	
Ability to explain processes clearly and provide practical guidance or demonstrations to colleagues and system users.	✓	
Ability to maintain confidentiality and exercise discretion when handling sensitive patient, clinical, performance or organisational information.	✓	
Ability to recognise when a matter is outside the post holder's knowledge or authority and seek appropriate advice.	✓	
Knowledge of NHS information governance, data protection and records-management requirements.		✓
Knowledge of clinical audit or related quality-improvement processes and methodologies, including project registration, data collection, validation, analysis, reporting, action monitoring and escalation.		✓
Knowledge of NICE guidance implementation and compliance monitoring.		✓
Knowledge of NHS clinical governance structures and assurance reporting.		✓
Experience of creating dashboards, charts or structured reports.		✓
Knowledge of SharePoint, Datix or comparable audit, governance or project-monitoring systems.		✓

Understanding of the boundaries of the role, including when matters can be resolved within established procedures and when clinical interpretation, material non-compliance or significant risk must be escalated.		✓
Experience of providing process or system training to colleagues or users.		✓
EXPERIENCE		
Experience of coordinating projects or workstreams involving multiple contributors, competing priorities and deadlines.	✓	
Experience of accurate data entry, data validation and the maintenance of complete and reliable records.	✓	
Experience of collating, checking, analysing and presenting information for operational, project or governance purposes.	✓	
Experience of producing accurate reports, summaries or other structured reporting information.	✓	
Experience of responding to queries and resolving day-to-day problems independently within established procedures.	✓	
Experience of working within the NHS or a comparable healthcare environment.		✓
Experience of clinical audit, NICE guidance, quality improvement or a related clinical governance process.		✓
Experience of using SharePoint, Datix or comparable audit, governance or project-monitoring systems.		✓
Experience of creating charts, dashboards, presentations or other visual reporting products.		✓
Experience of supporting the induction and familiarisation of new or less experienced colleagues.		✓
PERSONAL ATTRIBUTES		
Able to work independently within clearly defined boundaries and as part of a wider team.	✓	
Professional, discreet and reliable when handling sensitive and confidential information.	✓	
Organised and methodical, with the ability to remain accurate when managing interruptions and competing priorities.	✓	
Able to build effective working relationships with clinical and non-clinical colleagues at all levels.	✓	
Positive and responsive approach to service improvement and changes in working practices.	✓	
OTHER REQUIREMENTS		
Willingness to undertake the training and continuing professional development required to maintain competence in the role.	✓	
Able to travel to other Trust locations when required.		✓

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	Y		X		
Challenging behaviour	Y	X			