Clinical Quality Co-ordinator

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| Job title: | Clinical Quality Co-ordinator |
| Hours: | 37.5 hours (Monday-Friday) |
| Department: | Mental Health |
| Location: | Remote |
| Reporting to: (job title only) | Senior Clinician (tbc) |
| Direct reports: (job title only) | N/A |
| Job purpose: | * To form a central administrative support function across Operational and Clinical functions within Mental Health with a focus on Quality and Clinical domains. * To support local services in the compilation and collation of relevant Complaints and Incident reports. * To support local services in the collation of Quality Reports. * To form a central point of contact for RADAR, ensuring tasks and actions are complete by stakeholders in a timely manner. * To form a link with Central Governance teams to ensure a joined up and cohesive function. |
| Role and Responsibilities: | **Clinical and Quality Administrative Support**   * To form a central support function for the facilitation and coordination of MH Quality Governance Group (QGG) meetings. * To arrange the monthly meeting schedule, prepare agendas, track actions and take minutes of MH QGG meetings. * To circulate agendas and minutes after MH QGG meetings and store action trackers in suitable central location. * To support the Chair in the running of MH QGG meetings. * Collation of local clinical audit compliance with ongoing tracking and reporting of local adherence.   **KPI, audits & Quality report support**   * To work closely with the central governance and compliance, local clinical and operational teams to collate source information and compile each service Quality report in line with their reporting requirements. * Support local services in the collation of monthly ICB KPI sheets with a focus on complaints and incidents. * Supporting local services in the tracking and adherence of individual mandatory training.   **RADAR support**   * To form a central point of contact for all RADAR related matters across all Services. * To work closely with central governance and compliance team by ensuring actions remain on track before they may be formally escalated. * To be a subject matter expert in everything RADAR related and to support in the training of relevant clinical and operational team members. * To work closely with the central governance and compliance teams to develop monthly reports on RADAR usage and analytics, escalating themes and trends to relevant stakeholders.   **Link with Central Governance**   * To form a central point of contact between each local service and the central governance team, escalating any themes, trends and issues for timely resolution.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * Use of RADAR risk management system (or other risk management software). * Use of Microsoft and other e-systems including excel spreadsheets. | * Previous experience in a compliance role. |
| **Skills/knowledge** | * A data lead and analytical mindset. * Good excel, word and other Microsoft product skills. * Excellent organisational and time management skills. * Understand the importance of SLA, KPI’s and meeting deadlines. | * Project management skills. |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Good interpersonal skills | * + Speaks another language |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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