

JOB DESCRIPTION



Quality and Clinical Governance Assistant

1. JOB DETAILS

Job Title:	Quality and Clinical Governance Assistant
Department:	Client Services
Location:	Combat stress Treatment Centre/Hub
Band:	4
Status:	As per contract
Hours:	As per contract
Reporting to:	Quality and Risk management System Coordinator

2. OVERALL PURPOSE

The post holder will assist the Treatment Centre Manager and Quality and Compliance Manager in the areas of clinical quality, patient safety and risk management.

3. KEY RESPONSIBILITIES

Audit, Effectiveness and Research

- Undertake a variety of activities related to clinical audit including data collection, data retrieval, design of data collection tools/surveys, data input, data analysis, reporting of findings and follow-up of clinical audit projects and recommendations/action plans in consultation with appropriate clinician(s)/health professional(s)
- Support, advise and work with staff to develop quality audits
- Maintain the Charity clinical audit schedule and database
- Advise and assist clinicians/healthcare professionals to research, define and establish evidence based standards for selected topics
- To assist with the data input and analysis of research data using programmes such as SPSS
- To assist with the process of collection of psychometric data which may include assisting veterans to complete self-reported questionnaires

- Help identify key areas for outcome measurement and assist with the development of systems to measure the effectiveness of clinical interventions
- Contribute to the preparation of data for discussion and review by the clinical teams
- Contribute to the preparation of data for publication and review

Incident and Risk management

- Assist the Treatment Centre Manager/Quality and Clinical Governance Manager with the development and maintenance of processes and systems for recording and management of risks and incidents
- Monitoring the completion of actions identified as a result of a risk or reported incident and escalate as appropriate if actions are overdue
- Provide advice and support to all staff in the reporting and management of risks and incidents
- Provide support for the investigation of serious incidents
- Assist in the analysis and reporting of incident trends

Veteran experience and involvement

- Assist the Treatment Centre Manager/Quality and Clinical Governance Manager in the development of the Veteran Involvement strategy
- Assist in the development of methods to obtain veteran feedback
- Assist in the development and co-ordination of the annual survey timetable and populate and maintain the associated databases
- Attend veteran meetings and assist with the recording of information from those meetings
- Provide advice to all staff in the area of veteran experience
- Feedback information to clinical managers and assist them develop action plans to ensure veteran's views are appropriately acted upon
- Assist in the writing of regular reports on veteran experience

Compliance

- To support and advise staff on the CQC/SCSWIS assurance process
- To assist in the process of interpretation and analysis of information in order to complete internal assessments of the quality of services against national requirements

General responsibilities

- To maintain accurate records
- Help create customised databases using Microsoft Excel for the efficient management, storage, analysis, and reporting of both simple and complex data
- To attend and participate in the local Clinical Governance meetings and any other relevant meetings as and when required
- To assist with the development and delivery of training sessions for all staff in the areas of quality and clinical governance
- Maintain compliance with the Data Protection Act and Caldicott principles maintaining confidentiality of all information obtained.

4. RISK MANAGEMENT

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

As an employee of Combat Stress you are required to be risk aware, readily able to identify risks faced by you and by Combat Stress in the course of your day-to-day employment. Where a new risk is identified it is to be reported through your line manager.

5. INFECTION PREVENTION AND CONTROL

Maintain an up-to-date awareness of the Infection control procedures relevant to your area of work and implement these in practice. As a minimum this must include hand hygiene and the use of personal protective equipment as appropriate.

We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

Signature – Job Holder

Date

Signature – Line Manager

Date

Reviewed/created: February 2018

Next review date: February 2019