**JOB DESCRIPTION**

**Job title: Governance Assistant**

**Responsible to: Clinical Governance Manager**

**Accountable to:** **Head of Nursing and Clinical Services**

**Purpose of role**

To act as an assistant to the Clinical Governance Team providing effective, efficient and confidential support. The role requires an experienced, flexible individual with excellent organisational skills who enjoys a challenge and can work on their own initiative. Responsibilities are varied and the post holder will require an in-depth knowledge of governance processes in order to deliver the role effectively.

**Scope of role, key tasks and result areas:**

* To support the Clinical Governance Manager in providing accurate and efficient administrative service.
* Communicate effectively with patients, Heads of Departments, the Senior Management Team, clinical and non-clinical staff and liaise with external stakeholders, as required by the Clinical Governance Manager, representing Practice Plus Group and the centres in a professional manner
* To collect, submit, analyse and report data as required
* To support the Clinical Governance Manager in the management of delivering all aspects of Risk Management
* Setting up meetings and appointments for members of the team as required (including arranging venues, organising presentations and taking minutes as appropriate)
* To provide support to the Governance team regarding documentation Policies, SOPs and supporting services
* To support the Clinical Governance team with the LMS system ensuring clear records are maintained of all staff compliance at both Emersons Green and Devizes
* To support the Clinical Governance team with the audit schedule, informing the relevant staff around the hospital regarding audits, and supporting with actions and concerns which arise from those audits, as well as appropriate reporting requirements.
* In the event of the Clinical Governance Manager not being available, ensure that an alternative manager is informed of any urgent issues, e.g. safeguarding, infection control, complaints
* Ensure all telephone calls are dealt with in an efficient, courteous and professional manner. Record messages accurately, prioritise and bring to the prompt attention of the appropriate department lead
* To effectively utilise systems such as Maxims, Datix, LMS, KPI and audit databases
* To ensure accurate recording of clinical outcomes and to support validation of data with the Clinical Governance Manager
* To support the Clinical Governance Manager in ensuring hospital compliance with CQC regulations, being CQC ready, and with internal Quality Assessment Visits.
* To attend Clinical Governance Meetings and contribute to trend analysis discussions

**Additional information**

In addition, the successful candidate will be required to adhere to the following:

**Education and development**

To participate in appropriate training courses or updates in accordance with mandatory requirements and individual Personal Development plans in line with Practice Plus Group

policies and procedures.

**Professional**

To adhere at all times to the Professional Code of Conduct, and any other professional

guidelines/documents. To comply with guidelines issued from time to time by the UK

professional body or any other professional association relating to the practice of your

speciality, together with guidance issued from time to time by other competent agencies on

clinical, medical and ethical issues

**Regulatory framework**

To adhere at all times to the regulatory frameworks set out by the Care Quality Commission

incorporating the requirements for Independent Health Care, as well as The Department of

Health Standards for Better Health by working to Practice Plus Group policies and procedures.

The individual will be required to participate in information requirements/ requests as per

regulation.

**Infection control**

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with Practice Plus Group responsibility to comply with Government Directives and associated codes of practice and take appropriate action where non-compliance is evident.

**Conflict of interest**

It is responsibility of all staff to ensure that they do not abuse their official position to gain or benefit their family or friends.

**Confidentiality**

The post holder must preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and Practice Plus Group business and this obligation shall continue indefinitely. This is also in accordance with the Code of Confidentiality and the Data Protection Act 1998.

**Health and safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a Safe environment for patients, employees and visitors.

**Risk management**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigations undertaken.

**Privacy, dignity and respect and quality of opportunity**

The treatment centre is committed to ensuring that all current and potential staff patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability sexual orientation, age, marital or civil partnership, religion or belief. Staff will be supported to challenge discriminatory behaviour. In particular staff will protect the privacy and dignity of all patients at all points of their contact with the organisation. It is paramount that staff deal sensitively with individual circumstances and adhere strictly to the single sex requirements.

**Vulnerable Adults Abuse**

The patients referred to us for care must be able to trust that not only will they be safe from any abuse, bullying or intimidation from any member of staff but that suspicions of external abuse will be dealt with appropriately.

**Raising Concerns**

It is everyone’s responsibility to draw attention to any practice or behaviour which could put patients or staff at risk.

**Equal opportunities**

Practice Plus Group is committed to promoting equal opportunities in employment and will keep under review its policies and procedures to ensure that the job related needs of all staff working in Practice Plus Group are recognised. Practice Plus Group will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual’s ability to meet the requirements of the job.

This job description is subject to change in consultation with the post holder to take into

account changing organisational needs.

Signature: Date:

Signature of

Head of Department: Date:

**PERSON SPECIFICATION FORM**

**Job title: Governance Assistant**

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| **Factors** | **Essential** | **Desirable** |
| **1**. Physicalrequirements | Satisfactory Occupational Health Clearance forthe role specifiedSatisfactory relevant CRB clearance |  |
| **2.** Education andqualifications | Good standard of general education | Evidence of furtherDevelopmentECDL /Computerliteracy |
| **3**. Previousexperience | Demonstrable experience within a similar role Proven administrative experience | Experience gained in a healthcare environmentKnowledge of databases |
| 4. Skills,knowledge and abilities | Excellent written and verbal communications skillsExcellent organisational skillsExcellent interpersonal skillsAbility to balance the demands of a variety of StakeholdersPrioritisation and time management skillsIT literate (especially Word, Excel and Powerpoint) | Understandingof the NHS |
| **5**. Aptitude and personalcharacteristics | Discretion and confidentialityAttention to detail and high personal work standardsAbility to work autonomouslyGood sense of how to deliver excellent customer service Ability to complete tasks to deadlines and toa specified standardFlexibilityCalm under pressure |  |