

Care Quality Administrator



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave, (no that's not a spelling mistake you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and as such we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Quality Team Vision

As a team we are committed to measuring and monitoring the quality of care we provide to patients with a life-limiting condition, within a learning culture, engaging all staff in quality improvement work.

It is important to us that all our colleagues:-

- Act as ambassadors for the Hospice
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
- Show deep motivation to make a real difference to our patients and their families
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Contribute to the performance and objectives of the team / service, in a positive way
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

To succeed in this role, you will have: -

- A good standard of education including Maths and English at GCSE Level 4 or above, or equivalent with an administration/ business qualification at Level 3 or equivalent.
- Clear understanding of medical and care terminology
- Excellent administrative and organisational skills and the ability to work independently and in a methodical way.
- A high level of computer literacy and skilled in the use of Microsoft Office applications.
- Excellent communication and interpersonal skills with the ability to give clear and concise instructions to others and take clear and accurate messages.
- Excellent keyboard skills and accurate data entry, with a high level of attention to detail.
- The ability to handle sensitive and confidential information and maintain confidentiality at all times.

Care Quality Administrator



- Experience of providing administrative support to a busy team.
- Experience of collecting, collating and reporting data.
- Experience of developing and maintaining administrative systems.
- Emotional resilience, with a calm and composed personality.
- A compassionate approach to people at a difficult time in their life.
- The ability to manage and prioritise own workload.
- The ability to work flexibly to meet needs of the wider service.
- The ability to work on own initiative as well as part of a team..
- Experience of note or minute taking.
- An ability to deal with people at all levels with tact, discretion and diplomacy.

In this role you will be responsible for:-

- Providing comprehensive and efficient administrative support within your designated team / area of practice:
 - Quality Team
 - Consultant in Palliative Medicine
- Working as part of the wider Care Administrative Team, agreeing and delivering a plan for cover and maintaining a flexible approach to ensure services are supported.
- Being a point of contact, supporting communication and responding to requests for information in a timely manner.
- Managing telephone and face to face enquiries in a calm and easily understood manner, being as informative and as reassuring as possible.
- Maintaining and producing information for required departmental audits, reports and quality accounts as required including patient activity data.
- Undertaking project work as requested.
- Effectively managing resources including ordering supplies where required.
- Delivering the following additional key tasks specific to this role:
 - Proactively supporting your team / service lead with the hospice electronic rostering system.
 - Maintaining archive systems and organise confidential waste of documents according to Hospice Policy.
 - Using our electronic patient record to maintain accurate, concise and contemporaneous records.
 - Handling medical correspondence as required
 - Administrative support for key care quality meetings
 - Administrative support for the weekly Multidisciplinary Team Meeting on a rotational basis.
- Ensuring that you follow good infection control practice at all times and that you are familiar with infection control policies, procedures, and guidance relevant to your area of work.
- Understanding your role in the safeguarding of adults and children by being able to identify risks, and recognise signs of harm, abuse or neglect including how to report concerns and take immediate action to protect a person at risk of harm or abuse.

Your competency framework is:-

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public.
- Show openness to new information and views from different standpoints and modify own thinking.
- Gather feedback from patients, service users and colleagues that help them to do things better, more efficiently and improve services.

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high quality services.
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed.

Care Quality Administrator



- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do their job more effectively.

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way.

In addition we will ask you to:-

- Promote diversity and inclusion in all that you do.
- Complete statutory training in accordance with hospice requirements.
- Participate in personal development and review processes.
- Adhere to all organisational policies and procedures.
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work.

The small print:-

- This job description may be reviewed in consultation with you and in light of any changing service requirements.
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time.

June 2024