



Cygnet Hospital Brunel
Job Description

Job Title: Compliance Administrator
Reports to (post title): Admin Manager
Accountable to: Admin / Clinical Manager
Responsible to: Admin / Clinical Manager
Role Context: <ul style="list-style-type: none">• With the assistance and guidance of the Clinical Manager and Admin Manager, to provide admin support to the Clinical Governance framework of Cygnet Hospital Brunel. Working under the direction and supervision of the Admin Manager, assist on ensuring the Hospital complies with the CQC fundamental standards, Commissioner Standards, Quality Improvement frameworks and networks. Ensure that the Hospital meets the compliance data submission targets weekly, monthly, quarterly and annually.
Role Purpose: <ul style="list-style-type: none">• Provide support in monitoring submissions with Corporate and local audit processes• Provide support with areas of improvement as identified in monthly ward KPI's for Clinical Environments• Provide support with the measuring compliance against the characteristics of the KLOEs• Ensuring effective action identified in audits are followed through and delivered to rectify non/partial compliance areas• Assist in the follow up of medicines management and compliance with standards and best practice• Reporting and reviewing of incidents and learning lessons from adverse incidents• Ensuring that timescales for commissioner submissions are adhered to and to the correct standard.• Escalating quality concerns to the Admin / Clinical Manager as required (CQUINS) (Ensure all monthly and quarterly submissions completed and reported to the deadlines required).• Assist on ensuring that processes of delivering an effective service are monitored and maintained whilst initiating corrective measures where gaps are identified.• Assist in delivering training: Induction/Mandatory refresher• Supporting Quality Network Reviews, AIMS Accreditation and any other quality initiatives across the hospital.• Able to pull reports and collate information• Maintain a database of audits with actions

SKILLS, KNOWLEDGE AND EXPERIENCE

- Excellent interpersonal skills
- Experience of utilising common IT software systems, Excel, Word Processing, Spreadsheets and Databases
- Experience of administrative systems associated with audits and service improvements
- Good sound knowledge of local and corporate governance processes
- General administrative experience
- Experience of working within a small administrative team
- Ability to work on own initiative and to deadlines

COMMUNICATION & RELATIONSHIP SKILLS

- Ability to form and maintain professional relationships with a range of individuals, both internal and external to the hospital
- An ability to collate and communicate complex information, including statistical information

PHYSICAL EFFORT

- There are only routine physical demands anticipated for this post, which includes working at a keyboard for substantial amounts of time

EMOTIONAL EFFORT

- The post-holder will need to be able to manage their workload or negotiate their workload to meet deadlines
- To have experience of working in an environment and exposure to emotionally sensitive information.

WORKING CONDITIONS

- The post-holder will be working in office type accommodation and attending meetings

SIGNATURES

After reviewing the questionnaire please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

Next level Manager :

Date:



**PERSON SPECIFICATION –
Compliance Assistant**

Essential	Desirable	How tested – A/I/T
<p><u>Qualifications:</u> GSCE A-C in English or equivalent.</p>	<p>Degree with statistical component.</p>	<p>A</p>
<p><u>Experience:</u> Previous experience in a similar role. Previous experience in administrative systems associated with audits and service improvements.</p>		<p>A + I</p>
<p><u>Knowledge:</u></p>	<p>Quality Improvement Framework CQUIN requirements Medical terminology</p>	<p>A& I</p>
<p><u>Skills & Abilities</u> Ability to interpret data and present graphically. The ability to work independently, use your initiative and to organise and prioritise work in a systematic way to meet changing requirements and demands within set deadlines. The ability to be flexible and proactive. Intermediate level in a number of computer packages including Windows, Excel, and Internet/e-mail.</p>	<p>Able to adapt to change & assist others to accept change. An eagerness to partake in project work, development of new practices.</p>	<p>A + I</p>

<p>Constructive and effective communication – with staff</p> <ul style="list-style-type: none"> - Patients - Relatives - Significant others - Outside agencies - <p>Able to work independently and as part of a MDT</p> <p>Able to apply knowledge to skill</p> <p>Able to problem solve/evaluate at an intermediate level</p> <p>Time management skills.</p> <p>To possess positive assertiveness skills.</p> <p>Ability to organise a variety of meetings, take accurate and comprehensive minutes of these meetings and to type and distribute completed minutes within deadlines.</p>		
<p><u>Other : specify:</u></p> <p>Self motivated - aware of own limitations</p> <p>Flexible</p> <p>Team player</p> <p>Enthusiastic</p> <p>Objective/empathetic</p> <p>Innovative</p> <p>Able to accept feedback</p> <p>Presentable in appearance</p>		I

A = Application form
T = Test

I = Interview