**JOB DESCRIPTION**

**Job Title:** Compliance Admin Assistant

**Location:** Cygnet Alders

**Reports to:** Head of Admin

**Accountable to:** Hospital Manager

**Job Purpose:** Duties will include providing admin support to the Clinical Governance framework of Cygnet Hospital Alders; effective administrative support to all wards and Head of Admin; and other administrative services within the Administration Department when required.

**Main Duties & Responsibilities:**

* Helping to ensure the wards are compliant with various clinical dashboards (e.g. advising when care plans are due for review)
* Provide support in monitoring submissions with Corporate and local audit processes
* Ensuring effective action identified in audits are followed through and delivered to rectify non/partial compliance areas
* Provide support with measuring compliance against the characteristics of the key standards
* Ensuring that timescales for commissioner submissions are adhered to and to the correct standard.
* Escalating quality concerns to the Admin / Clinical Manager as required (Ensure all monthly and quarterly submissions completed and reported to the deadlines required).
* Able to pull reports and collate information
* Maintain a database of audits with actions
* Ensuring patient paperwork is prepared before, and is completed on, admission, raising with relevant person(s), and updating as necessary.
* Provide patients with WiFi password as required.
* Ensuring paperwork is submitted so patient databases, (Patients’ Register, ePrime and CPA databases), are kept up to date.
* Assist with the collection of required data to meet corporate requirements.
* Cover when required – attending Ward Rounds, taking minutes, editing and issuing the reports.
* Maintain effective filing systems and decant service user files in line with Medical Records policy and procedure.
* Liaise internally regarding ward round meetings as required.
* Liaise with external agencies, referrers, out patients, relatives and other professionals.
* Attend and take minutes at meetings as requested or at times of leave.
* Record all enquiries using appropriate documentation and ensure action is taken where necessary.
* Provide flexible cover in the Reception area for breaks, leave and end of day, to include handling the hospital switchboard efficiently and carrying out other duties in this area as requested,
* Provide cover and support to the Administration Department as requested.
* Ensure confidentiality and security of patient related data at all times.
* Ensure that diaries and spreadsheets are updated with listings of patient related meetings.
* Notifying all parties concerned regarding report deadlines and dates of hearings
* Collation of reports for all Tribunal and Managers Hearings meeting deadlines.
* Contacting Hospital Managers and arranging their attendance at Hearings
* Assisting in completing the monthly audit of service user files
* Covering for periods of annual leave

**Training and Professional Development:**

* Ensure attendance at all mandatory training sessions (Health & Safety, Infection Control, Manual Handling, Fire, Personal Safety/Breakaway)
* Co-operate fully with the Organisation’s procedures for Performance Appraisal including the identification of your training and development needs, and demonstrate a commitment to meet these.
* Undertake additional duties that contribute to patient care and the effective working of the Unit, upon reasonable request of a senior member of staff.

**Health and Safety:**

* Report all untoward incidents to the HOA, Ward Manager, Clinical Manager or the Hospital Manager.
* Be familiar with the arrangements for Fire Evacuation and keep up to date with Fire Prevention and safety training.
* Inform the appropriate person of any malfunction of equipment.
* Ensure that company policies and procedures relating to Health and Safety are adhered to**.**

**Skills, Knowledge and Experience**

* Excellent interpersonal skills
* General administrative experience
* Experience of utilising common IT software systems, Excel, Word Processing, Spreadsheets and Database
* Experience of administrative systems associated with audits and service improvements
* Experience of working within a small administrative team
* Ability to work on own initiative and to deadlines

**This indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.**

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Training and Qualifications** | Good General Secondary Education  IT Skills  Typing Skills  High level of literacy skills (spelling, grammar etc) | Shorthand / Minute Taking | Application Form  Interview Assessment |
| **Experience** | Microsoft Office or similar  Has worked in a administrative role or similar (minimum 2 years)  Has worked as part of team | Has worked in a medical / hospital environment  Experience of using clinical software / systems | Application Form  Interview Assessment |
| **Aptitude and Ability** | Able to work with a wide variety of tasks and individuals  Ability to problem solve / make decisions within area of work  Ability to work without supervision  Able to organise own workload | Customer service skills  Interest in learning new skills / taking on new challenges | Application Form  Interview Assessment |
| **Other** | Team player  Dress – smart and appropriate  Clear and articulate speech  Verbal communication skills; telephone and face to face  Pleasant and professional manner  Accurate and focused approach  Highly motivated | Outgoing, friendly personality  Awareness of diversity issues | Application Form  Interview Assessment |

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Job Holder Name Signature Date

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Manager Name Signature Date