

Job Description

Job Title	Quality and Performance Support Officer
Band	4
Team	Learning Disabilities and Autism
Responsible to	Performance Coordinator
Accountable to	Performance and Assurance Senior Manager

Our Vision

To be pivotal in fully supporting the delivery of major improvements in health and wellbeing.

Our Values



Honesty, integrity and transparency in everything we do



Everyone matters: patients, staff and customers



Highest quality and excellence in our services



Working as partners with our customers



A complete focus on adding value

Job Summary

- A highly motivated and enthusiastic individual is required to provide and coordinate administrative and secretarial services. To support the team in the establishment and development of processes to effectively support the Quality and Performance Team.

Key Responsibilities

Provide specialist administration support, in particular, this will include:

- Manage the data inputted onto the patient information database, working in conjunction with administrative and clinical members.
- Collate data from the patient information database in a report format as required by management or the ICB, ensuring data validity.

- Coordinate the request process for quality visits and CETRs, ensuring all visits and reviews are set up within relevant time frames and assisting the team throughout the process as required.
- Provide administrative support to all members of the quality and performance team such as taking enquiries, handling post and escalating any issues in a timely manner, ensuring all confidential communications are distributed appropriately
- Support the team in communicating and engaging with family members and stakeholders. This will include taking telephone calls for the team and using initiative to deal with phone calls and messages.
- Deal with queries and issues within area of expertise, referring issues to other staff as appropriate
- Facilitate team reporting capabilities in conjunction with management by collecting information on relevant team projects
- Facilitate good working relationships with ICB representatives and other support staff; both within the programme and other organisations as required
- The post holder will be required to communicate effectively information via email, telephone and in person, taking into account the requirements of the Information Governance Policy and data protection responsibilities
- Participate in objective setting and monthly 1:1 meetings with line manager and attend all Lancashire & South Cumbria ICB mandatory training and other training relevant to role
- Provide a professional, efficient and comprehensive administrative and support service to the team, including photocopying, mail distribution and template letter generation. This will include managing electronic diaries for the department including arrangements and prioritization
- Arrange meetings for the team as requested ensuring all resources required for the meeting are in place. This may include minute taking and facilitating the meeting through provision of supporting information as required, this will include off site working
- Developing and maintaining effective electronic filing systems, to ensure that information is kept securely and is accessible to other members of the team
- Utilise all Microsoft Office packages when producing correspondence, emails, reports, presentations, databases and spread-sheets; this will include completion of ratification sheets on Excel
- Undertake research for the senior management team as directed and carry out appropriate delegated duties as required

This job description provides an oversight of the role, but the post holder may be required to undertake other roles within the function due to service demand and following discussion with the Senior Manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

Information Governance, Data Protection and Confidentiality

All staff are expected to:

- ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 1998 and adhere to the principles of Caldicott;
- be aware that Lancashire & South Cumbria ICB operates a “Code of Conduct for handling personal identifiable information”. They should become familiar with the “Code” and keep up to date with any changes that are made. Breaches of the guidelines in the “Code” could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal;
- comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990;
- ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott; and
- ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Equality and Diversity

Lancashire & South Cumbria ICB is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As an ICB we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Lancs & South Cumbria ICB is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the Lancashire & South Cumbria ICB’s Equality and Diversity Policy and the commitments and responsibilities that the ICB has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Safeguarding Children and Adults

All Lancashire & South Cumbria ICB employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those of the ICB is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Personal Development

Lancashire & South Cumbria ICB is committed to supporting the development of all staff. All employees have a responsibility to participate in the personal development process with their manager, which will provide an opportunity to:

- establish and take action towards achieving goals
- have a conversation about job role, career aspirations and personal development
- align personal aspirations with corporate objectives
- agree actions that are underpinned by Lancashire & South Cumbria ICB's value base

As part of development, employees have joint responsibility with their line manager for the development of skills and competencies through identification and participation in training and development activities relevant to their role.

External Interests

Each member of the Lancashire & South Cumbria ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with Lancashire & South Cumbria ICB and others in meeting statutory regulations.

- To comply with safety instructions and Lancashire & South Cumbria ICB policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Smoke Free Policy

In line with the Department of Health guidelines, the Lancashire & South Cumbria ICB operates a strict smoke-free policy. This includes not permitting the use of E-Cigarettes on the premises.

Notes & Review

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.

Person Specification

Job Title	Quality and Performance Support Officer
Band	4
Team	Learning Disabilities and Autism
Responsible to	Performance Co-ordinator
Accountable to	Performance and Assurance Senior Manager

	Essential	Desirable	Assessment
Experience	Significant administrative/secretarial experience including initiating and maintaining office systems.		A/I
	Demonstrable experience in dealing with the public and dealing with sensitive and confidential information		A/I
	Minute Taking		A/I
Qualifications	Educated to NVQ 3 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.		A/C
Skills, Knowledge & Competencies	Intermediate knowledge of IT systems and software programmes Outlook, Word, Excel, PowerPoint and Access.	Working knowledge of Excel including the ability to produce complex pivot tables	A/I
	Clear communicator with excellent writing, data entry and presentation skills: capable of constructing and delivering clear information/instructions to staff and service users	Understanding of Confidentiality and Data Protection Act.	A/I
	Ability to work under pressure in a busy working environment and able to multi-task	Knowledge of NHS issues and Experience of working in a healthcare organisation or other public sector organisation	A/I
	Effective team working		A/I
	Able to delegate and inform		A/I

	<p>colleagues across levels of seniority</p> <p>Understanding of and commitment to equality of opportunity and good working relationships</p> <p>Ability to work without supervision</p> <p>Ability to work on own initiative, organising and prioritising own and others' workloads to changing and often tight deadlines</p>		<p>A/I</p> <p>A/I</p> <p>A/I</p>
Personal Qualities	<p>An ability to maintain confidentiality and trust</p> <p>Professional, calm and efficient manner</p> <p>Commitment to continuing professional development</p> <p>Positive and flexible approach to work, ability to identify future issues, suggest solutions and forward plan</p> <p>Ensure consistently high attention to detail and quality of work</p> <p>Ability to proactively establish and maintain good working relationships with people from a wide range of personal and professional backgrounds</p> <p>Self-motivated with a positive 'can do' attitude.</p> <p>Car driver with valid UK license with access to vehicle to use for business purposes e.g. travelling to CETR meetings across the UK.</p>		<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A/I</p>

Assessment Key

A = Application Form, I = Interview, C = Certificate, T = Test/Assessment Centre