

## **JOB DESCRIPTION**

**JOB TITLE:** CLINICAL GOVERNANCE ADMINISTRATOR

**DEPARTMENT:** CLINICAL GOVERNANCE

**ACCOUNTABLE TO:** COMPLIANCE AND ASSURANCE MANAGER

**Key Liaisons:** Chief Nurse  
Head of Risk Management & Clinical Governance  
Head of Clinical Services'  
Wider Clinical Governance Team

### ***JOB SUMMARY/PURPOSE:***

To provide support and cross working with the Clinical Governance Administrator Datix lead in the following:

To ensure HH complaints and claims are handled in the appropriate manner. Ensure timelines and deadlines are adhered to when administering complaints and claims.

Be responsible, in conjunction with the Compliance & Assurance Manager for the way in which the Radar system is used to ensure learning from reported incidents, complaints and claims and risk issues. Identifying themes, trends, learning and action plans.

Work closely with relevant managers in the collation and analysis of incidents, claims and complaints identifying trends and areas of particular risk.

To provide administration support by producing Radar reports, the clinical governance report, analytics dashboards. Co-ordination of meetings, including agenda setting and minute taking.

Maintain and update policies, procedures, and user guides to assist staff in use of all Radar modules.

Co-ordinate Radar modules to ensure all aspects are covered effectively and maintain security of the risk management database.

Create and distribute combined periodic (weekly, monthly, quarterly, annual) and trend specific reports for departments that require these to reduce the risk to the departments/ through proactive action from analysis of these trends.

General clinical governance administrative support including support to Health & Safety Advisor, Infection prevention Control CNS, Information Governance Officer, and the Clinical Coders.

### ***RESPONSIBILITIES***

- Assis the Compliance & Assurance Manager in the administration pr ocesses for complaints and claims across sites
- Work closely with the HoCs to ensure Horder Healthcare policy and process is followed in respect of complaints and potential/actual claims.

- Develop meaningful incident/complaints and claims data for use in committee reports and Quality Metric reports.
- Working with the Compliance & Assurance Manager to provide a report of relevant Consultant data for use with Consultant Appraisals/ Reviews and in the Clinical Governance report.
- Plan, prepare and deliver Radar software training for designated new and existing HH staff.
- Co-ordinate responses from relevant personnel to ensure timescales are met as detailed in The Horder Healthcare complaints policy.
- Carry out Complaint Audits in accordance with timelines outlined in the Complaints Policy.
- Lead the investigation of claims and complaints when required. Ensure Actions plans are completed and filed appropriately.
- Collate the evidence from investigations in relation to claims and complaints.
- Prepare complaint response letters for approval and sign off per complaints policy.

## **GENERAL**

- To carry out any other reasonable duties as requested by senior staff.
- To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare.
- To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare.
- To apply information security in accordance with the established policies and procedures of the organisation.
- To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives.
- You are required to apply security in accordance with established policies and procedures of the organisation.
- To be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm, understanding their relation to the values of Horder Healthcare and to report safeguarding concerns to appropriate professionals, recording incidents accurately.
- To adhere to all policies and procedures including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
- To take reasonable care for the health and safety of yourself and others that may be affected by what you do while at work and complete all mandatory training as required.
- All staff should be aware of their responsibilities and role in relation to the Business Continuity Plan.

- Infection Control and Hand Hygiene - All employees are required to be familiar with, and comply with, policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques and safe disposal of sharps .

*This job description is intended to reflect, and outline, the responsibilities of the postholder which may change over time with the business needs of Horder Healthcare. It will therefore be subject to annual review, in accordance with the annual individual performance review, and in consultation with the employee.*

Job Description Agreement:

I have read this job description and understand the contents in my day-to-day duties.

**February 2024**