**Job Description**

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| **Job Title:**  **Function:**  **Team / sub-function:**  **Reports to:** | Safety, Quality and Clinical Coordinator  Clinical  Safety & Quality  Regulatory and Clinical Support Manager |
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**The role**

The Safety, Quality and Clinical coordinator is responsible for providing high level administrative support across the Safety and Quality and the Clinical teams. Working within a team, the coordinators will work collaboratively to provide support across departments with administrative tasks, projects, events and activities, as required.

You will be a specialist in a specific area, but also be able to provide support across the whole team to cover absence or peaks in demand.

**Key Accountabilities**

* Provide service and assistance across the clinical function, including support with administrative and organisational tasks, projects, events and activities.
* Develop and maintain efficient electronic and manual records where required.
* Production of regular reports and analysis for the team and wider internal and external audiences.
* Assistance with general diary management, travel and accommodation arrangements for Regulatory and Clinical team members
* Management of general e-mails, ticketing system, phone calls into the team, escalating queries as required

**Specialisms:**

1. **Safety and Quality**

* Collate returns and submissions to regulatory bodies.
* Insurance: support with claims, renewals, licences.
* Regulatory registrations and licences queries, set-up.
* Supporting disclosures and systems in use.
* Quality and compliance software: setting up users, configuration changes, delivery of training, overseeing administration/settings.
* Collate and manage information from Clinical Governance Leads, such as whistleblowing.
* Support property compliance, liaising with contractors, recording information and assigning actions and liaison with the property team.
* Supporting the production of Safety and Quality policies, procedures, guidance.
* Reviewing DD from M&A process.

1. **Clinical Governance**
   * Support the delivery of clinical governance framework nationally.
   * Coordinate the interplay and materials required between the Safety and Quality managers and the Clinical Governance Lead and other team members.
   * Liaise with practices, and IT team to facilitate access to patient notes and remote access for investigations.
   * Manage the calendar, schedule, materials and attendees for Standards committee
   * Be point of contact and manage the calendar for M&A Clinical DD virtual and in person visits.
   * Liaise with Recruitment to facilitate interview schedule for Clinical leads.
   * Support the production of Clinical policies, procedures, guidance materials.
   * Liaise with Marketing, Comms and other key stakeholders to facilitate appropriate clinical review of internal and external materials.
   * Support with presentation material (power point etc.) for internal and external clinical governance projects.
2. **Clinical Engagement**

* Supporting coordination of forums and other clinical community communication methods.
* Providing support to the Clinical Advisory Council and Advisory boards, including setting up meetings and taking minutes/actions.
* Assisting with the establishment of referral pathways.
* Liaising with third parties to arrange meetings and events.
* Coordinating with clinical events: booking venues, organising catering, liaising with speakers and suppliers, tracking attendance, providing CPD certificates, working with marketing, managing attendee lists.
* Attending clinical events as required to support with venue liaison, welcoming attendees, and supporting the overall delivery of the event – this will require flexibility of working arrangements and travel.
* Helping book travel arrangements and accommodation for clinical teams/clinicians in relation to events.
* Maintain the overall calendar and programme of clinical learning and development events.
* Support the production of materials in relation to clinical learning and development events.
* Supporting the marketing of L&D events to clinicians and encouraging attendance.

1. **Patient Complaints**

* Working alongside practice colleagues, to review complaints correspondence and responses drafted by practice colleagues.
* Responding to complaints received via the central team by telephone, e-mail and website queries.
* Ensure all feedback received is logged appropriately and managed in line with required timescales including formulating acknowledgments and final responses.
* Assess whether complaint investigations have been carried out comprehensively and meet required outcomes and overall quality standards.
* Follow-up on investigations and overdue responses as part of ensuring that complaints are completed within prescribed timescales.
* Respond to enquiries in a knowledgeable and professional manner.
* Maintain confidentiality and data protection in line with Portman policy and the requirements of the law and ensure the complaint handling process is followed as per policies and procedures.
* Understand when to escalate issues to an appropriate manager or colleague and ensure safeguarding issues or other regulatory issues are identified and appropriately reported.

1. **Data Protection**

* Support the Data Protection Officer to maintain data protection policies and procedures.
* Maintain records of data processing activities and assist with audits and assessments.
* Manage data subject requests and coordinate responses, including data access and correction.
* Support data protection impact assessments (DPIAs) and maintain associated records.
* Support data protection training programs, liaison with regulatory bodies, and facilitate communication within the business regarding data protection matters.

**Skills and Experience**

**Essential:**

* Experience in an administration or coordination role, and of handling complaints
* Excellent interpersonal and communication skills and confident managing difficult conversations.
* Be able to engage effectively and confidently with patients, patient representatives, colleagues, clinicians and external bodies when required.
* Able to collaborate and build relationships effectively across teams and interact with multiple stakeholders.
* A can-do, enabling attitude and comfort with flexibility.
* Excellent organisational skills and ability to prioritise workload to maximise results and use of resources.
* Strong attention to detail, focused on the delivery of first-class service

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| **Date:** | October 2023 | **Prepared by:** | Rebecca Sadler |