**JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Quality Improvement Project OfficerResponsible to: Quality Improvement Support Team Manager Department(s): Quality Improvement Directorate: Nurse DirectorateOperating Division: NHS Ayrshire & ArranJob Reference: No of Job Holders: 1 Last Update (insert date): 24/04/2022 |

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| 2. JOB PURPOSE |
| To provide assistance and support to the QI Support Team Manager with QI initiatives and project management activities which require to be centrally co-ordinated on behalf of the Nurse Directorate. Working as part of a cohesive team providing support and cover where required. |
| **3. DIMENSIONS** |
| Promoting good links with colleagues, patients and the public, both locally and nationally, and encouraging shared learning and good practice around quality improvement initiatives and Education.  |

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| 4. ORGANISATIONAL POSITION |
| Quality Improvement Support Team Manager Quality Improvement Project OfficerTraining & Education Administrator |
| 5. ROLE OF DEPARTMENT |
| The Directorate is responsible for providing expert advice on AHP, nursing and midwifery matters to the Board, Directors, General Managers and Clinical Directors and to AHPs, nurses, midwives and other clinical and non clinical staff throughout NHS Ayrshire & Arran.The Directorate is responsible for leading and supporting programmes of work in:* Quality, patient safety and improvement
* Healthcare Associated Infection and infection prevention and control
* Patient Experience including feedback, complaints and concerns
* Person Centred Care
* Professional and Improvement Education
* Spiritual Care
* NMAHP workforce planning
* Child Protection

Provides specialist expertise and support to those delivering healthcare services – ensuring that strategies and resources are provided to deliver the continuous clinical improvement priorities for the organisation. |
| 6. KEY RESULT AREAS |
| **Leadership Walkround Programme*** Actively co-ordinate the 18 month rolling programme to ensure all clinical settings are visited on a 18 month rolling basis..
* Liaise with Personal Assistant’s to ensure Directors, Non Executive Directors, Partnership Representation, and Senior Clinical Support is in place for each visit.
* Ensure all cancelled Walkrounds are re-arranged timeously.
* Update the QI Portal with key information to ensure the appropriate staff receive communication prior to the visit.
* Liaise with Senior Charge Nurses/Dept Leads to ensure Ward/Dept pre-visit information is collated and available to the visiting walkround team timeously in advance of each walkround
* Act as Scribe for Leadership Walkround visits (as part of a Scribe Rota)
* Update recorded actions post visit on the QI Portal and follow up Scribe team to ensure all data is available.
* To provide extracted data to the QI Support Team Manager for the development of Leadership Walkrounds paper for Healthcare Governance Committee and the NHS Board.

**Hospital Standard Mortality Reviews (HSMR)*** Co-ordinate the Hospital Standardised Mortality Rate (HSMR) review meetings, liaising with appropriate personnel and booking the venue.
* Utilise the QI Portal to identify case notes to be reviewed linking with medical records to have available.
* Support the population of the QI Portal HSMR site with the findings from the review team.

 **Non-Medical Prescribing*** Maintain, develop and modify the database and record management system in conjunction with the QI Lead: Professional and Improvement Education.
* Quality Assurance by ensuring prescribers are registered with NMC before commencing prescribing for NHS A&A.
* Support systems to arrange unique prescription codes and prescribing pads ordered.
* Order and ensure all prescribers receive updated BNFs.
* Support NMPG meetings as decisions at this meeting directly link in to NMP. Produce minutes and paperwork as required.

**Patient Group Direction (PGD)*** Maintain, develop and modify the database in conjunction with the QI Lead.
* Liaise with documentation developers re submissions and amendments.
* Support PGD meetings, liaising with appropriate personnel and arranging venue. Produce minutes and paperwork as required.
* Ensure that documentation reviews are within the agreed timescales.

**General** * To support the organising and conduct of any other meetings. This will include organising venues, the preparation and distribution of all meeting documentation, recording notes, producing minutes to final form and to ensure that all relevant actions are recorded and followed up.
* Responsible for collating reports, updating Action logs, databases, QI Portal and Risk Registers for all elements of the programme of work as required ensuring that all actions are followed up and available for the following meetings.
* Lead in organising other events such as workshops and conferences in conjunction with the programme of work, with clinical, non clinical and community stakeholders, liasing with speakers, preparing delegate packs and including negotiation of room and hospitality rates with outside venues in order to promote the developments and progress of the Projects.
* Extract, collate and summarise data in order to prepare and produce correspondence and reports in final form, including the collation of statistical information, including the provision of extracted data to support the QI Support Team Manager in the development of Leadership Walkround paper for Healthcare Governance Committee and the NHS Board.
* Liaise with the QI Support Team Manager, assess and agree requirements and undertake to source/research data when required from Internet or other sources to obtain information in support of various projects.
* Evaluate priorities when dealing with Senior managers, Clinicians, external clients and staff representatives to ensure organisational targets within national parameters are achieved, exchanging and communicating confidential and sensitive information to facilitate achievement of designated tasks.
* Establish and maintain manual and electronic filing and database systems, including archiving to ensure accurate retrieval of information on a day to day basis to support the functions work in an expeditious way and complies with Records Management Policy and Financial Instructions.
* Responsible for the establishment and maintenance of AthenA sites, ensuring that the each page provides accurate information for all users.
* Responsible for ordering and maintaining stock levels, complying with Standing Financial Instructions and ensuring value for money.
* Responsible for training new or more junior members of staff
* Undertake various administrative to support the QI Support Manager including:
	+ Maintenance, collation and production of routine statistics
	+ Transmitting statistics/information to appropriate stakeholders
	+ Assist in the preparation of reports.
	+ Support communications structures in place i.e. QI Noticeboards, Professional & Improvement Education Intranet (Athena) site and QI App.
	+ Organise training/QI events/seminars, including booking venue, advertising of event contacting speakers, preparing delegate packs and ensuring smooth running of event.
	+ Support the implementation of the NHS A&A Quality Improvement Strategy.
	+ Maintain information and disseminate information around the QI Network.
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| 7a. EQUIPMENT AND MACHINERY |
| The post holder will be required to use a personal computer to collect, collate and interpret information (generated by self and other people) and process this to create and , data and for purposes of communication.The post holder will be required to be competent in the use of Microsoft Office packages and have a well developed understanding of the way in which IT software can support the delivery of efficient systems to achieve job demands. The post holder will be required to use a car and travel between sites across the organisation and externally as required. |
| **7b. SYSTEMS** |
| * Frequent use of several Microsoft office packages including excel, word, powerpoint, access and project.
* Frequent use of electronic email system
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post holder will be responsible for the generation and prioritisation of their own workload. In addition, the QI Support Team Manager will provide direction and delegate work accordingly.
* Annual objectives will be agreed and formally reviewed with the QI Support Team Manager
* Work will be reviewed on an informal basis at regular intervals throughout the year.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder will be required to be autonomous in carrying out their duties in relation to the Leadership Walkround programme. The postholder will escalate any concerns or suggestions for improvement to the QI Support Team Manager who will provide advice, guidance and direction as required.
* The post holder must be able to balance priorities and manage the competing demands within timescales.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Effective co-ordination and implementation of the leadership walkround programme within NHS Ayrshire and Arran.
* Delivery of targets to timescales.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| In order to achieve objectives the post holder is required to participate in diverse communication processes at all levels of the NHS system using a wide range of mediums including written, verbal, formal and informal, individual and group. InternalAdministration staff for the Chief Executive, Directors, Assistant Directors, Associate Medical Directors, Associate Nurse Directors, Associate Director for AHPs, Clinical Directors, Non-Executive Directors, Healthcare Managers, Clinical Nurse Managers, Charge Nurses, Staff Nurses and Allied Health Professionals and Healthcare Support WorkersExternalNHS Education for Scotland * The post holder will be required to have strong interpersonal skills and regularly demonstrate their proven ability to communicate highly complex, sensitive and often contentious information effectively.
* Establish productive working relationships and optimal communication channels with colleagues
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Demands*** Keyboard/typing proficiency
* Current driving licence and access to transport essential
* Project management skills
* Team player
* Well developed planning, organisational, communication and interpersonal skills
* Numerical, statistical and analytical skills

**Mental Demands*** Frequent periods of prolonged concentration due to the varied and unpredictable work pattern
* Workload is subject to a high degree of unpredictability and work will need to be adjusted accordingly
* Frequent requirement to work under pressures of time and having to meet tight deadlines.
* Responding to varied and often conflicting requests

**Emotional Demands*** Excellent communication skills over a broad scope and depth of stakeholders
* Dealing sensitively with enquiries / complaints

**Environmental Demands*** There is a demand for the post holder’s work to be undertaken in external locations.
* Extensive use of computer
* Maintaining safe and effective working environment
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Training & Education**Essential * Educated to HND Business/Office Administration or equivalent experience essential

Desirable* Evidence of Continuous Professional Development

**Knowledge** Essential* Knowledge of NHS organisations and structures, procedures and practices
* Excellent knowledge in the use of computer software packages including Microsoft Word, Outlook, Access, Excel, PowerPoint and Publisher etc
* A working knowledge of all Microsoft Office packages
* A basic understanding of improvement methodology

DesirableKnowledge in respect of GDPRAn understanding of NHS IT systems such as QI portal**Experience** Essential* Highly developed written and verbal communication skills
* Experience of producing high quality notes of meetings
* A level of influential, motivational and negotiation skills and an ability to develop and maintain constructive relationships with professional/managerial disciplines
* Experience in managing complex projects and initiatives
* Significant experience of working closely with NHS and other national quality bodies

Desirable* Proven record of Project Management
* Experience in managing complex projects and initiatives
* Significant experience of working closely with NHS and other national quality bodies
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