

Golden Jubilee Foundation

Beardmore Street, Clydebank G81 4HX
Telephone: 0141 951 5000
www.goldenjubileefoundation.org

Chair: Susan Douglas-Scott CBE
Chief Executive: Jann Gardner

Recruitment line: 0800 0283 666

Dear Candidate

POST: Audit Facilitator - SNAHFS
HOURS: 37.5
CLOSING DATE: 13 September 2019

The Golden Jubilee Foundation welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call. Unfortunately due to the volume of applications we receive, we are unable to write to applicants who are not successfully shortlisted for interview. If you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

In the meantime, I wish you success with your application and should you require any further information or wish to check the progress of your application please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely

Lynn Mitchell
Recruitment Assistant

Agamemnon Street

Clydebank G81 4DY

Scotland



**Golden Jubilee
Foundation**

Patients at the heart of progress



**Golden Jubilee
Foundation**

Patients at the heart of progress

Golden Jubilee Foundation

Information Pack

For the post of

Audit Facilitator - SNAHFS

Hours – 37.5

Reference Number: SHOW/3321

Closing Date: 13 September 2019



i:value

Valuing dignity and respect
A can do attitude
Leading commitment to quality
Understanding our responsibilities
Effectively working together

Golden Jubilee Foundation

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about the Golden Jubilee Foundation (GJF).
- The contents of this package are as follows:-
 - Job Description/person specification
 - Terms and Conditions of Service
 - Application Form
 - Equal Opportunities Monitoring Form
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- GJF operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of three year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please email your completed application to:-

recruitment@gjnh.scot.nhs.uk
- When returning your completed application and any associated enclosures by Royal Mail you must ensure that the correct postage cost is paid. We have been informed by the Post Office that they are retaining those which have been underpaid. This has resulted in completed applications not being returned until after the closing date, and not being included for short listing.
- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A "can do" attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

Golden Jubilee Foundation
Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£22,152 to £24,258 per annum

3. Grade

This post is offered at Band 4

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5

6. Tenure of Employment

This post is offered on a fixed term basis for a period of 6 months

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

Golden Jubilee Foundation

Benefits

NHS Superannuation scheme:

New entrants to the Golden Jubilee Foundation who are aged sixteen but under seventy five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days annual leave on appointment

37 days annual leave after 5 years

41 days annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £30 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.

**NHS - GOLDEN JUBILEE NATIONAL HOSPITAL
JOB DESCRIPTION**

1. JOB DETAILS

Job Title:	Audit Facilitator - SNAHFS
Responsible To:	Clinical Services Manager, RNM
Department:	NSD
Number of Job Holders:	1
Last Update Date:	

2. JOB PURPOSE

This key role will provide operational support for the management of the National Advanced Heart Failure service at GJNH.

The post holder plays a key role in embedding governance in NSD - SNAHFS to support the delivery of high quality of care by collecting data and reporting nationally. The post holder works collaboratively with staff across the organisation to continuously improve the systems, structures and processes of care delivery in accordance with national and local priorities by recording data on patients' conditions and treatment as well as keeping statistics on work completed.

The postholder will be responsible for maintaining accurate and complete outpatient waiting lists related to the SNAHFS and for ensuring that patient activity is planned to achieve guarantees utilising all available resources to ensure waiting times are minimised.

3. SCOPE AND RANGE

The post holder is managerially accountable to the Clinical Services Manager but the day-to-day work will be directed by the clinical staff within the unit. The postholder

The post holder will ensure there is complete data capture of the required data set and that data is validated for submission for national reporting.

The postholder will provide administration support to NSD projects as required.

4. ORGANISATIONAL POSITION



5. KEY RESULTS AREAS

SNAHFS Data Collection Work

Co-ordinate, conduct and deliver data capture of SNAHFS data using the to support the aims and objectives of the national heart failure service. In particular ensure high case ascertainment and accurate data management.

To do this the post holder will:

- Liaise with medical records, nursing staff, consultants and other appropriate health care professionals to ensure data is entered into the system.
- Develop and support data collection strategies to ensure maximum case ascertainment.
- Design structured documentation to facilitate comprehensive and relevant data capture by clinicians where appropriate.
- Maintain the databases pertaining to patients with heart failure and transplantation.
- Contribute to improving the quality and overall management of the audit database in consultation with key stakeholders.
- Data Analysis as required by demands of clinical staff.
- Assist in the timely production of queries and reports required by the clinical teams and management, including survival figures and quality of life analysis.
- Present monthly data report at department meetings.
- Provide regular statistical information and reports for the SAHFS team to present locally and nationally to facilitate benchmarking.
- Undertake additional tasks as directed by the Clinical Services Manager or clinical staff within the unit.
- Regular interaction with the clinical team to analyse and present the data locally and

to NSD to inform future service development.

Maintain and promote a responsible approach to confidentiality, adhering to the Caldicott Principles, the Freedom of Information Act and the Data Protection Act, with particular regard for patient or staff specific information and other sensitive documents and reports.

Administration support to NSD

- Contribute to improving the quality and overall management of the audit database and the information analysis in consultation and cooperation with key managers and staff groups.
- Provide project support; organise meetings, minute taking, collation of documents to support the NSD Workplan.
- Provide administration support to SNAHFS meetings including NORS clinical governance, and monthly business and clinical governance meetings.
- To provide administration support to the Transplant team, ensuring outpatient clinics are booked appropriately and investigations organised timeously.
- To provide interface and maintain effective communication between the transplant team, medical secretaries, medical records and e-health department on service issues. To highlight any problems and facilitate quick resolution.

Personal Development Responsibilities

- Actively seek out learning opportunities appropriate to the role.
- Maintain an up to date knowledge base of clinical governance and effectiveness issues and quality improvement techniques.

6a. EQUIPMENT AND MACHINERY

The post holder should demonstrate a good working knowledge of office equipment including a desktop computer system. laser jet printer, fax, photocopier, telephone – including answering machine, call re-direction.

Applications: Word, Excel, Outlook, Internet Explorer, Microsoft Publisher, Divisional Intranet, Infoflex, Access, SQL Server.

6b. SYSTEMS

Establish, develop and maintain a range of IT solutions to effectively and accurately manage data obtained from audit projects and other clinical effectiveness activities, involving

- Designing data collection forms
- Input and analysis of complex data
- Presentation of data in an accessible and meaningful format for end user

Assist in creating, maintaining and modifying the general and project specific systems (both manual and electronic) within the department, e.g. appropriate filing of electronic and paper records.

Have a detailed knowledge and competency with the use of Microsoft Office packages to manipulate and analyse data for the assessment of patient activity, and to provide required reports.

7. ASSIGNMENT AND REVIEW OF WORK

Most of the post holder's workload is generated by data requirements of the clinical team. The post holder carries out project work with minimal supervision.

Review of performance in the post is undertaken through the agreement of performance objectives and individual performance appraisal by the Clinical Services Manager.

8. DECISIONS AND JUDGEMENTS

The workload of the post holder is under the direction of the clinical team. The post holder has flexibility in how the pre-determined aims and objectives are met. The post holder is responsible for managing their own workload under the supervision of the Clinical Services Manager.

On a daily basis the post holder is responsible for assessing, deciding (through drawing on experience) and managing the programme of work in relation to competing priorities.

They must be able to anticipate problems and develop solutions without being asked on a regular basis.

Dealing with Nursing, Medical Staff and occasionally members of the public.

Demonstrate a flexible approach to problem solving – will require to be adaptable and responsive to changing needs of the service.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring the production of meaningful, accurate and constructive information to project leaders.

Prioritisation of workload meeting deadlines and managing conflicting priorities.

Communicating with anxious patients and their relatives with tact, patience, persuasion and discretion.

10. COMMUNICATIONS AND RELATIONSHIPS

Communicates with staff, patients and external agencies, ie transplant coordinators, medical staff, senior management team, booking office, medical secretaries, nursing staff and corporate departments.

Must have the ability to acknowledge the sensitive nature of staff and service issues and use tact and diplomacy. Confidentiality and dealing with patients and staff effectively is essential.

11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS

Physical

Frequent use of a VDU for long periods of time when inputting and analysing data or writing papers and reports.

Mental

On a weekly basis the post holder analyses data, prepares reports, responds to consultations and compiles presentations and papers. This requires that the post holder

frequently undertakes periods of intense concentration which is often interrupted (by telephone or visits to the office).

Emotional

Accommodating and responding to personal dynamics and the politics of working within a complex organisation.

Ensuring that interactions and the sensitivities associated with our patient population are managed appropriately.

Exposure to information about patients (possibly provided by the patients themselves) which may be distressing.

Environmental

Standard office environment.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED

Demonstrable skills obtained in a previous role(s) which has shown:

- High level of communication skills, both oral and written and interpersonal skills gained through experience of working within an office environment.
- Experience of working in and with multidisciplinary teams.
- High level of computer literacy. Thorough knowledge and practical application of Microsoft Office packages, other statistical and analytical software such as Epi Info and database design and management.
- High level of literacy and numeracy.
- High standard of accuracy.
- Time management and organisational skills.
- Data analysis.
- Report writing.
- A commitment to personal and professional development.
- Recognition of issues of confidentiality and ethics relating to data handling.

Core Competencies

The postholder will be expected to demonstrate competency in each of the areas described below:

- **Achieving:** Setting clear and structured project objectives through good communication and planning with project stakeholders. Taking responsibility for monitoring project progress and collating results.
- **Self Management:** Being aware of your own strengths and development needs, taking personal responsibility for your own actions, continuous learning and personal development. Accepting and embracing change.
- **Analysis and Investigation:** Interpreting raw data and using the results to generate meaningful reports. Drawing upon diverse sources of information. Utilising technology to aid analysis and investigation. Knowing when to seek advice.
- **Communication:** Communicating effectively, both orally and in writing to individuals and groups. Adapting your style to meet the needs of diverse audiences, using appropriate media and making effective use of technology to enhance communications. Giving and receiving feedback.
- **Working with others:** Building and maintaining good working relationships with colleagues and contacts at all levels.

13. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Recruitment Person Specification

	Essential	Desirable
Qualifications/Training	<p>Educated to Scottish Standard O Grade Level or equivalent</p> <p>Advanced keyboard skills</p>	<p>Data analysis qualification</p> <p>Understands TTG principles</p>
Experience	<p>Relevant administrative experience and experience with data manipulation</p> <p>Working as a member of a team</p>	<p>High volume computer work experience</p> <p>Verbal and written presentation of data</p>
Skills/Knowledge	<p>Extensive knowledge of medical terminology applied in administrative and data management setting</p> <p>Demonstrate excellent organisational skills</p> <p>Highly developed interpersonal skills</p> <p>Highly developed tact and diplomacy</p> <p>Working knowledge of Microsoft office packages including Access and Excel</p>	<p>Working knowledge of Trakcare PAS</p> <p>Working knowledge of Winscribe and other Hospital systems</p>
Additional job requirements Eg. car driver, unsocial hours	<p>Flexibility with regards to working hours until role embedded</p>	<p>Flexibility with regards providing cover within other specialties.</p>