



### JOB DETAILS:

<b>Job Title</b>	Clinical Audit Officer
<b>Pay Band</b>	Band 5
<b>Hours of Work and Nature of Contract</b>	37.5 per week Permanent
<b>Division/Directorate</b>	Medical Directorate
<b>Department</b>	Clinical Audit Department
<b>Base</b>	Velindre Cancer Centre

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Clinical Audit Manager
<b>Reports to: Name Line Manager</b>	Clinical Audit Manager
<b>Professionally Responsible to:</b>	Medical Director

<b>Accountable</b>	<ul style="list-style-type: none"> <li>• Do what you say you are going to do</li> <li>• Be personally and professionally responsible</li> <li>• Fulfil your role and deliver high quality outcomes</li> <li>• Feel empowered to take action and challenge inappropriate behaviour</li> </ul>
<b>Bold</b>	<ul style="list-style-type: none"> <li>• Be ambitious, innovative &amp; able to take decisive action</li> <li>• Choose to do the right thing &amp; not the easy thing</li> <li>• Have a 'Can Do' and proactive approach</li> </ul>
<b>Caring</b>	<ul style="list-style-type: none"> <li>• Be kind, respectful &amp; make people feel their views have been taken seriously</li> <li>• Be inclusive and equitable, valuing all contributions</li> <li>• Demonstrate excellence in clinical interventions</li> </ul>
<b>Dynamic</b>	<ul style="list-style-type: none"> <li>• Be agile &amp; flexible, responsive and adaptable to change</li> <li>• Be innovative &amp; creative, always look for opportunities to improve</li> <li>• Positively engage with change, collaborative &amp; willing</li> <li>• Be resilient &amp; ready to adapt</li> </ul>

**Job Summary/Job Purpose:**

Clinical audit is a process that has been defined as "a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and the implementation of change".

The role of a Clinical Audit Officer is to facilitate and lead on clinical audit projects, conforming to a quality improvement cycle; and to ensure that clinical audit activity is accurately documented and recorded for assurance purposes.

The post holder will need to establish and support Velindre's Clinical Audit programme, working with clinicians and other healthcare staff in the promotion, design, implementation, and reporting of effective audit.

They will undertake specific projects in line with the Trust's objectives and priorities set by the directorates. Maintaining up to date and accurate records of audit activity and of resulting action plans, in order to effectively manage re-audit and closure of the audit loop.

Promote a clinical audit culture across the Trust through training and awareness.

**DUTIES/RESPONSIBILITIES:****Key Duties:**

- To provide guidance and support for the divisions Clinical Audit programme, working with clinicians and other healthcare staff in the promotion, design, implementation, and reporting of effective audit.
- To undertake specific projects in line with the Trust's objectives and priorities set by the Directorates
- Demonstrate substantial and significant experience of facilitating and supporting clinical audit activity within the cancer centre.
- Support and contribute to key performance indicators and clinical outcomes for cancer services.
- Lead on audit projects and provide advice on project set up, assist with data collection and survey tools where required.
- Input and analyse clinical audit data, such as referrals, treatments, major sites, morphologies, patient survey responses, toxicities; this can vary from project to project.
- Ensure detailed reports including recommendations and appropriate action plans are completed and facilitate Trust-wide dissemination of audit results using appropriate media to include posters, publications and presentations.
- Ensure that timely and accurate records are kept of all clinical audit activity, action plans and re-audits.
- The post holder may agree to facilitate other projects which draw upon clinical audit methods, but which do not conform to a clinical audit cycle. This might include projects described as pre-audits or service evaluations.
- Read, analyse and interpret medical histories, treatment notes, pathology reports etc. to extract data and complete missing Core Clinical Minimum Data Sets (CCMDS) or data for audits in clinical coding format.

- Database/proforma design - undertake the design of data collection tools and databases using specific software packages.
- Generate and prepare other reports, PowerPoint presentations.
- Maintain accurate and comprehensive records of local clinical audit activity on the Trust's audit management system
- Lead on clinical audit departmental meetings.
- Supervise and liaise with Clinical Audit staff regarding deadlines and priorities for data analysis for clinical audits.
- To promote a clinical audit culture across the Trust through training and awareness.
- Lead for the audit department on numerous ongoing projects, interacting with the SST leads, Medical Examiners Service (MES) and other health care professionals. Providing and quality assuring data, analysing data and producing reports.
- Supervise and monitor workloads of the clinical audit support officers.

### **The post holder will be required to**

- Effectively liaise and communicate with staff and clinicians in all departments within cancer services and at other hospitals and cancer units demonstrating tact and diplomacy when requesting information verbally, electronically or in writing.
- Liaise with clinical audit staff to maintain awareness of any clinical audit requirements contained in national audit / governance initiatives which relate to cancer services and ensure that these are brought to the attention of the directorates as appropriate.
- Communicate effectively with the staff of the audit department about workload, progress, and difficulties or problems regarding clinical audit data and methodology.
- Responsible for communicating sometimes complex and sensitive information to staff and clinicians regarding clinical audit data, patient records, and clinical coding of the core clinical minimum data sets (CCMDS). Negotiate and resolve any discrepancies.
- Lead on and support participation in all relevant national clinical audits.
- Able to read and understand medical and cancer terminology (anatomy, cancer types, sites, morphology, treatment modalities) in order to interpret, add and edit data.
- Analyse patient notes to extract and code data items necessary for audits (e.g. chemotherapy / radiotherapy data, relapse rates, toxicities)
- Validate and amend patient data, either for a specific audit, or for routine data validation.
  - Create pivot tables to quality assure patient data using
- Retrieve patient medical records from filing library – from floors, shelves and cabinets. Occasional requirement for working in cramped environment.
- Assist in the preparation of rooms for meetings and presentations – arranging chairs and tables, setting up projector.
- Work autonomously in producing clinical audit reports and documentation.
- Manage own workload with little supervision. Interlinking with the clinical audit manager and team on specific projects and tasks.
- Act as an information/education resource within the cancer services division for all matters relating to clinical audit
- Be an active member of the Clinical Audit department and propose changes or improvements to working practice and protocols within the department. Identify and participate in any operational changes necessary to ensure the effective development of the service.
- Contribute to the development of strategies, development plans and protocols for the clinical audit department in line with the clinical audit agenda, including national audit, external reviews, risk management and NICE guidance.

- Able to recognise the need to ask for assistance or clarification when task is unclear or do not have the authority to make a change to practice.
- Prioritise and plan work effectively and efficiently on a daily basis, reprioritising work at short notice.

- Adhere to and maintain Information Governance requirements in all local and national audit work.
- Work on Microsoft applications to a high standard, such as Excel, Word, PowerPoint and Teams. Will be required to access internal systems such as Welsh Clinical Portal, ChemoCare, WPAS etc.

### **Continuing Professional Development**

- Maintain and update a suitable level of knowledge of developments in cancer services standards, cancer diagnosis and treatments in order to effectively support clinical audit activity.
- Create a personal development plan annually as part of the PADR process
- Attendance at seminars and conferences that support development of self and the role.
- Ensure continuation of personal development including leadership skills, through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to GDPR, NISD, Caldicott principles, Human Rights Act, Freedom of Information Act etc. and the latest policies.
- Keep up to date on national audits and quality improvement strategies.
- Work to clear professional or occupational policies accountable for own professional actions e.g. Data Protection Act, Caldicott and Freedom of Information Act.

## **PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	Educated to Degree level, or able to demonstrate equivalent experience.  Proficient in Microsoft packages such as Excel, work, PowerPoint  A sound general education with GCSE in English and Maths Literacy Skills	Qualification in clinical audit or a related subject, e.g. healthcare quality, clinical effectiveness, evidence-based practice, clinical governance	Application form and preemployment checks
<b>Experience</b>	Minimum of 2 years recent experience in clinical audit and effectiveness	Knowledge or experience of clinical audit and effectiveness in	Application form and interview

	Administrative skills  Computer literate and experience in the use of database packages, presentations data entry and analysis  Experience of working with medical and oncological terminology;  Training and presentation experience  Knowledge of NICE guidelines	an oncology setting  Experience of working with CANISC	
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<b>Aptitude and Abilities</b>	<p>Understanding of the importance of high quality information and associated confidentiality issues</p> <p>Software Packages: experience and competence in, e.g. statistical analysis, form design, database software</p> <p>Excellent inter-personal skills</p> <p>Able to communicate to a high standard both in writing and verbally with all levels of staff, including clinicians</p> <p>Good organizational skills</p> <p>Numerate and confident when working with figures</p>	<p>Ability to speak Welsh to level 1.</p> <p>Minute taking</p>	Interview
<b>Values</b>	<p>Methodical, reliable and able to work to a high standard under time restrictions</p> <p>Integrity: Able to process sensitive information whilst maintaining confidentiality</p> <p>Meticulous attention to detail and able to produce high quality work to deadlines, works well under pressure</p> <p>Enthusiastic and motivated</p>		Application Form Interview References
<b>Other</b>			Application form and interview

## **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

○ **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

○ **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

○ **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

○ **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

○ **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

○ **DBS Disclosure Check:**  
The post holder does not require a DBS Disclosure Check.

○ **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.

○ **Infection Control:** The organisation is committed to meet its obligations to minimise infections.



All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.

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**No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

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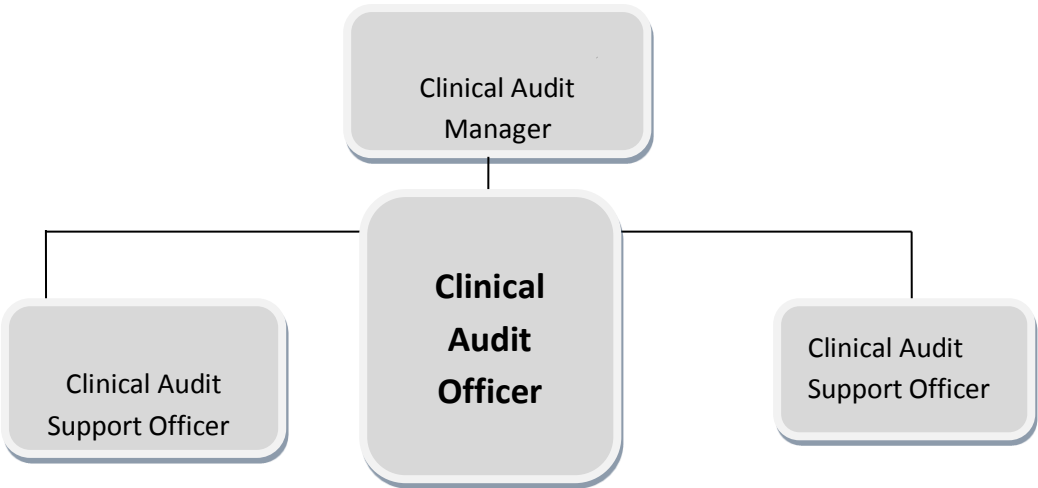
**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

**Job Title: Clinical Audit Support Officer**

**Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



**Job Title: Clinical Audit Support Officer**

**Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Significant periods of working at a computer, including prolonged sitting and keyboard use.	Daily <b>month</b>	7.5 Hours	

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Prolonged concentration is required when undertaking data analysis for audit purposes, examining patient notes for relevant data, analysing and interpreting the information in patient notes, making decisions, and converting the information into codes for input into CANISC or Excel.	Daily	7.5 Hours	

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Frequent indirect exposure to distressing circumstances by reading through patient case notes. In-depth history regarding cancer treatments and photographs.	Daily	7.5 Hours	

## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Significant periods of working at a computer, including prolonged sitting and keyboard use.	Daily	7.5 hours	

