



Royal College of Anaesthetists

Clinical Quality Coordinator

Directorate: Clinical Quality and Research

Reports to: Head of Clinical Quality

Grade: 5

1.1 Job purpose

The role holder will project manage the revision and development of guidance documents in relation to Clinical Quality workstreams.

This role will undertake the staff reviewer role for the RCoA's accreditation scheme known as Anaesthesia Clinical Services Accreditation (ACSA). The role holder will be required to form part of the accreditation teams that visit anaesthetic departments throughout the UK. This will require overnight stays.

The role is outward-facing, involving liaison with hospitals and senior management. You will be working closely with our clinical, lay and staff reviewers as well as Council members.

This role holder will be required to undertake a standard disclosure and barring check.

1.2 Key tasks and responsibilities

RCoA Guidance Documents

- Project manage the development and revision of RCoA guidance documents
- Act as principal lead for the development and revision of assigned guidance documents including document production, maintaining version control, proof reading and publication
- Act as a key point of contact for guidance queries
- Maintain, update and implement project plans and timetables, regularly updating line management with progress and slippages
- Administer the recruitment of appropriate representation on working parties
- Work closely with relevant Council members, senior staff and project working parties keeping them regularly informed and involved in project deadlines, scheduling of reviews, preparation of meetings and the writing plan
- Maintain contact with the appropriate Researcher, providing detailed updates and instruction on the systematic reviews to be carried out, when required
- Keep meticulous records: ensure all circulated drafts, meeting papers and associated information is labelled and kept securely; version control of documents is maintained and ensure comments and changes to documents following consultation are recorded clearly
- Communicate with a wide variety of external stakeholders such as other Royal Colleges, specialist societies and senior members
- Coordinate responses to stakeholder consultation comments
- Develop and maintain familiarity with RCoA guidance so as to be able to support effective participation in discussions
- Liaise with the Policy & Public Affairs Manager when required
- Review policy documents for specific content applicable to the Clinical Quality workstreams

- Provide a summary of findings for the Head of Clinical Quality on a regular basis

ACSA Reviews

- Undertake the role of ACSA Administrative Staff Reviewer on ACSA review visits to UK anaesthetic departments
- Participate in appropriate staff reviewer training
- Attend site visits, recording information on behalf of the whole review team relevant to the assessment of the site against established standards, while maintaining professionalism and the quality of the scheme
- Write the review visit report in collaboration with other review team members. The role requires the individual to lead on the report writing, ensuring version control and timely execution
- Be available for site visits across the UK, including overnight stays
- Maintains professionalism, leadership and confidentiality

External Committees

- Implement the College's process for managing representation on external committees
- Maintain the database of College representatives on external committees
- Maintain the database of College "Subject Matter Experts"
- Coordinate the process of recruiting representatives and obtaining regular updates from representatives
- Act as the key point of contact for College representatives

Administrative Support

- Provide additional administrative support to the Clinical Quality Team when required
- In the absence of team members or during busy periods, to provide additional administrative support to the Clinical Quality Team. Appropriate training will be provided prior

Committee Servicing

- Act as Secretary, or deputy, to assigned RCoA committees or working parties
- Provide support as required to the Committee and its Chairperson, including drafting agendas, preparing committee papers, coordinating logistical arrangements, taking minutes of meetings, coordinating follow-up actions and managing all general correspondence for the Committee

Other Duties

- Undertake any other duties that might be reasonably required by the Head of Clinical Quality, Associate Director of Clinical Quality and Research or Director of Clinical Quality and Research

1.3 Qualifications, skills, knowledge and experience

- Understanding of project management principles
- Experience of dealing professionally with a variety of internal and external stakeholders and the ability to form good working relationships at all levels
- Excellent communication and interpersonal skills
- Proactive approach to problem solving with the ability to resolve issues
- Intermediate level skills with Microsoft software, including Word, PowerPoint, Excel and Outlook
- Database management skills with the ability to pick-up bespoke systems (training will be given) and adapt for use
- Excellent report writing skills
- Experience of committee management and servicing
- Educated to degree level or equivalent work experience
- Ability to travel within the UK and work flexibly when required

Desirable:

- Experience of working within a healthcare or education setting

1.4 Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE:	EXPERT
COMPETENCY:	Empathy with the College and its business
DESCRIPTION:	Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
<ul style="list-style-type: none">• Applies knowledge of business to day-to-day activities• Understands team function and how it fits in overall College• Develops a team spirit• Applies a "can do" approach• Understands impact of own role on wider College functions (and vice versa)
Management
<ul style="list-style-type: none">• Applies their professional expertise to the College• Thinks commercially• Acts as a College ambassador• Delegates fully and effectively• Develops, motivates and engages teams and individuals• Plans resources effectively• Leads by example
Strategic Leadership
<ul style="list-style-type: none">• Champions key direction and strategy• Encourages and demonstrates entrepreneurialism and cross-College working• Encourages a high-performance culture• Understands impact of external changes on the College

VALUE:	INCLUSIVE
COMPETENCY:	Collaboration and Communication
DESCRIPTION:	Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
<ul style="list-style-type: none">• Is a team player, open to others' views• Adapts communication style to situation• Keeps others informed and updated• Willing to give and receive feedback• Listens and responds effectively• Values different perspectives
Management
<ul style="list-style-type: none">• Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard• Works with peers to influence effectively and consistently• Deals with conflict between individuals and teams• Works with partners to enhance the reputation of the College

- Ensures transparency and credibility
- Networks appropriately
- Ensures and enables an inclusive culture

Strategic Leadership

- Articulates a shared vision
- Presents in an engaging manner
- Ensures conflict and risk is mitigated
- Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery

- Answers phones in a timely way
- Understands customer needs, stresses and pressures
- Understands impact of own actions
- Manages own time
- Meets and exceeds targets
- Does what they say they'll do
- Makes recommendations for improvements

Management

- Future-proofs
- Builds relationships
- Equips others to deal with customers
- Sets targets, ensuring they are met
- Ensures customer is aware of relevant College services and products
- Uses knowledge and expertise to ensure customer satisfaction
- Plans for the future to improve services

Strategic Leadership

- Knows competitors
- Addresses external conflict
- Focusses on the long-term
- Is aware of changes and impact on others
- Overcomes barriers to improvement
- Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery

- Acknowledges success and failure and learns from them
- Works on own initiative and finds better ways of doing things
- Acknowledges problems and suggests solutions
- Remains open-minded
- Adjusts to changing needs
- Is aware of self and others
- Contributes and adds value to operational plans

Management

- Encourages others to find solutions
- Creates an open forum for innovation
- Implements operational plans and manages risks
- Realises when things are going wrong and fixes them
- Maintains personal credibility

Strategic Leadership

- Approaches issues with fluidity and flexibility
- Makes improvements at a corporate level
- Implements solutions at a strategic level
- Welcomes innovation from colleagues and empowers them
- Challenges the status quo

VALUE:

AMBITIOUS

COMPETENCY:

Shared Vision

DESCRIPTION:

Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery

- Sets personal objectives which meet operational and strategic plans
- Adapts to changing priorities
- Analyses problems and resolves them
- Understands the impact of operational plans on own role
- Deals with colleagues fairly and consistently
- Keeps focused in the light of changing priorities
- Sets high personal standards

Management

- Puts operational plans into action
- Isn't afraid to make decisions
- Ensures right people, right time, right place
- Identifies new opportunities

Strategic Leadership

- Defines corporate vision and values
- Handles all matters with sensitivity
- Scans the horizon
- Develops strategy, taking into account all external drivers

Signature:

Name:

Date: