



Royal College of Anaesthetists

Accreditation Coordinator

Directorate: Clinical Quality and Research

Reports to: Head of Clinical Quality

Grade: 5

1.1 Job purpose

The purpose of this role is to coordinate the delivery and development of the RCoA's Anaesthesia Clinical Services Accreditation (ACSA) scheme and participate accreditation visits as the staff reviewer. ACSA is an accreditation scheme for anaesthetic departments, including self-assessment and hospital visits. The role requires travel within the UK, with overnight stays.

The role is outward-facing, involving liaison with hospital departments and clinicians. The post holder will work closely with the accreditation committee, clinical, lay and administrative reviewers to deliver this important initiative for the RCoA.

1.2 Key tasks and responsibilities

Anaesthesia Clinical Services Accreditation (ACSA) Scheme

- Act as a point of contact for the ACSA scheme and administer relevant correspondence and IT systems
- Maintain, in collaboration with colleagues, an up-to-date database(s) of ACSA reviewers and track the progress of all registered organisations towards ACSA accreditation
- Coordinate onsite assessment visits including: assigning reviewers in collaboration with the line manager; organising logistics; providing administrative support for pre-meetings; producing information packs and onsite review visit agendas
- Provide support to departments working towards accreditation, including coordinating the submission of evidence
- Liaise with the RCoA's Communications Officer to provide press releases, arrange accreditation ceremonies and to coordinate all post ACSA accreditation award items for a newly accredited department, including organising the production of plaques
- Coordinate the annual compliance process for accredited departments
- Coordinate ACSA subscription timetable including record keeping, administration, the overall payment processes and general support to the RCoA's finance department serving as the main point of contact for ACSA payments
- Organise ACSA reviewers' training days, including the organisation of speakers, room bookings, delegate administration, feedback and certificates
- In collaboration with colleagues, create guidance to facilitate the training of ACSA reviewers and improve understanding of the scheme
- Contribute to the annual review of ACSA standards, including identifying areas for clarification throughout the year
- Be proactive in raising any potential improvements to the ACSA process or any systems in support of the accreditation function

Data Analysis and IT System(s)

- Develop the data captured and analysed by the scheme, including implementation of any IT platform
- Act as the ACSA IT portal super-user
- Coordinate the ACSA good practice library, including an annual review with the accreditation committee to ensure items are up to date
- Develop the good practice library data, providing analysis and reports to demonstrate the impact of ACSA and case studies
- Produce governance reporting information, including statistical information

ACSA Scheme Promotions

- Coordinate promotional activities to encourage take up of the ACSA scheme by anaesthetic departments in both the public and independent sectors
- In collaboration with colleagues, produce and maintain promotional materials for ACSA and ensure the regular review of the ACSA website takes place and frequent updates are made to reflect changes in the workstreams; this includes creating a new webpage for every accredited department
- Organise information days and events for hospital departments to improve awareness of the ACSA project and increase uptake

ACSA Review Visits

- Undertake the role of ACSA Staff Reviewer on ACSA review visits to UK anaesthetic departments
- Participate in ACSA 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

Secretarial and Committee Servicing Duties

- Act as secretary, or deputy to assigned RCoA committees or working parties
- Provide support 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

Additional Administrative Support

- 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

Other Duties

- Undertake any other duties that might be reasonably required by management

1.3 Qualifications, skills, knowledge and experience

- Experience of handling administrative work of a considerable variety and volume and prioritising successfully under pressure
- Committee servicing experience, including organising, minute taking and ownership of actions
- Database management skills with the ability to pick-up bespoke systems (training will be given) and adapt for use

- Excellent interpersonal skills with the ability to form good working relationships at all levels
- Excellent written and verbal communication skills
- Excellent report writing skills
- Familiarity of proofreading practice
- Intermediate level skills with Microsoft software, including Word, Excel, PowerPoint and Outlook

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

- 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

<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Puts operational plans into action • Isn't afraid to make decisions • Ensures right people, right time, right place • Identifies new opportunities
Strategic Leadership
<ul style="list-style-type: none"> • Defines corporate vision and values • Handles all matters with sensitivity • Scans the horizon • Develops strategy, taking into account all external drivers

Signature:

Name:

Date: