

Job Description

QSI Quality/Service Improvement Facilitator

Job Title:	Quality/Service Improvement Facilitator
Department:	Radiology
Managed by:	Admin Manager/QSI Lead
Responsible to	Radiology Services Manager
Accountable to	Quality/Service Improvement Lead

JOB PURPOSE/SUMMARY

- To provide comprehensive administration support to the Quality/Service Improvement Lead and other professional leads within the service
- To support the processes associated with the implementing the Quality Standard for Imaging (QSI) in the imaging department services,
- To carry out the required administration and facilitation tasks to support the standard and the accreditation processes.
- To communicate effectively with a range of professionals and organisations, maintaining excellent customer service at all times.
- The postholder will be expected to exercise initiative, prioritise work demands and communicate effectively with all professional leads.

DEPLOYMENT

The post holder will be designated to the Radiology Department.

SKILLS

1. Interpersonal skills i.e. making good contact with people and establishing effective working relationships with all staff.
2. Organised, able to proactively manage timescales.
3. Good IT skills i.e. have a good working knowledge of the internet and of programs such as MS-Excel and MS-Word.
4. Able to proof-read and undertake document control.
5. Able to facilitate meetings and record the minutes thereof.

KEY TASKS

1. To understand the requirement and timescales of the QSI and the accreditation process.
2. To have administrator access to the services web-based assessments on the UKAS website, maintaining the access and passwords of the services users on that site.
3. To maintain the service's audit and outcome measure programme, issuing reminders to responsible persons that outcome measures are due, and feeding the results into the required meetings.
4. To set up, facilitate, and record the minutes of QSI and improvement meetings.
5. To oversee the service's controlled documents, issuing reminders to document owners when they require updating.
6. To assist with the Quality Management System (QMS) and to ensure that all documents are accessible and relevant and where necessary maintain printed versions of the service's controlled documents in key locations.
7. Assisting with on the job training to new members of staff
8. To attend mandatory training sessions

GENERAL RESPONSIBILITIES

- To participate in mandatory training, and to ensure these policies and guidelines are followed.
- To participate in appraisal as required.
- To support the service's admin team as required

GENERAL NOTES – this section to be filled with your organisation's usual job description details e.g. confidentiality, health & safety etc.