

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Biomedical Support Worker – Pathology Quality Assistant** |
| **Reports to**  | **Pathology Quality Manager** |
| **Band**  | Band 4 |
| **Department/Directorate**  | Pathology Department / Clinical Support & Specialist Services |

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| **JOB PURPOSE**  |
| The purpose of the job is to assist the Pathology Quality Manager with various tasks related to the department's quality processes. This role does not involve testing patient samples. The primary responsibilities include managing the Q-Pulse Quality Management application and the temperature monitoring system, providing administrative support, generating performance reports, assisting with equipment calibration, and supporting accreditation processes.The post holder will share the day-to-day management of the Q-Pulse Quality Management application across all of its modules, ensuring its functionality, especially following software or hardware upgrades. They will also oversee, check, and maintain the temperature monitoring system, including assisting with calibration visits to ensure accurate measurements and compliance with standards.In addition to these technical tasks, the post holder will provide crucial administrative support to the Pathology Quality Manager and senior biomedical staff. This includes extracting, manipulating, and publishing regular routine performance reports, which are essential for monitoring and improving departmental performance.Furthermore, the post holder will assist with the calibration of various laboratory equipment such as centrifuges, pipettes, and weights, ensuring all devices are accurate and functioning correctly. They will also provide basic training for staff in using Q-Pulse and Comark systems, helping to maintain high standards of quality and compliance.Conducting audits within the Pathology Department will be part of the role, ensuring adherence to protocols and identifying areas for improvement. Additionally, the post holder will compile and review user feedback to inform quality enhancements and provide support during United Kingdom Accreditation Service (UKAS) accreditation visits, assisting the Quality Manager and senior staff before, during, and after these critical evaluations. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Assist the Pathology Quality Manager with all quality management system (QMS) tasks, including audits, Q-Pulse configuration, maintenance, data input data manipulation and report production.
* Routine maintenance and troubleshooting the Comark temperature monitoring system.
* Produce, verify and review key performance and turnaround time data.
* Assist with calibration visits for various pieces of laboratory equipment.
* Assist with the preparation of external assessment visits and help with compiling evidence post assessment.
* Provide training for pathology staff in the functionality of Q-Pulse and the Comark applications
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| **KEY WORKING RELATIONSHIPS**  |
| Work as part of the pathology team under the direction of the Pathology Quality Manager. Work closely on a daily basis with the following staff in the department with good team work and communication• Pathology Quality Manager• Pathology Service Manager• Senior Pathology managers and Biomedical Scientists• Biomedical Scientists and support staffOutside of the Pathology Service, occasional communication and liaison with the following organisations and people will be required: • Calibration engineers• UKAS representatives• Community Hospital staff in relation to temperature monitoring of blood fridges• GP practice staff in relation to calibration of GP centrifuges and general quality queries• Medical, nursing and other staff across the hospital with quality related queriesThe post holder will be required occasionally to converse with staff of all levels throughout the Trust, the wider healthcare community, external organisations and, very occasionally, the public. This will include verbal, written and electronic forms of communication. |
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
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| Understand the scope and limitations of the role, knowing when and how to seek support from supervisors.Use own initiative to prioritize daily workload, balancing responsibilities in managing the Q-Pulse Quality Management application and temperature monitoring system to meet the evolving demands of the department.Escalate complex issues to the Pathology Quality Manager.Resolve routine queries independently, using judgment to determine when to refer matters to senior Biomedical staff or the Pathology Quality Manager.Liaise closely with laboratory personnel on quality management and equipment calibration tasks as necessary. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Provides and receives routine information orally to inform work colleagues orexternal contacts in the following areas.Develop an understanding of the requirements of compliance with regulatory and accreditation bodies and use acceptable terminology when recording data and communicating with pathology staff and other staff outside the department.Promote quality improvement throughout the department to help embed the quality culture.Interact with staff across Pathology to undertake specified audits.Deliver 1 to 1 training to Pathology staff in the use and functionality of the Q-Pulse and Comark applications.Review and revise some existing QMS standard operating procedures and update the document module of Q-Pulse.Monitor overdue Q-Pulse workloads and feedback to relevant staff and departments.Input user feedback and compile feedback/survey reports. Be flexible to meet the needs of the service. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Following training, the post holder will form their own judgements and make decisions when presented with information, situations or a range of facts, deciding upon the best course of action to take in relation to:- (i) Reviewing data from the Comark system to assess the significance of any alarms and take appropriate action.(ii) Monitoring the accuracy and level of detail of the record keeping within the Q-Pulse system and report findings back to departmental Quality Leads.(iii) Provide support (trouble shoot) for Pathology staff who have Q-Pulse and Comark related queries and problems.The post holder will also, without supervision: (iv) Maintain the Q-Pulse database with respect to new starters and leavers, creating new document types, audit records and equipment records as required. (v) Analyse a range of data extracted from the Laboratory computer system, Q-Pulse and Comark and using Microsoft Excel and Word, manipulate the data to produce meaningful reports with graphical images.(vi) Support the investigation and correction of errors, incidents and complaints reported to the Pathology service.Undertake quality related work tasks from senior biomedical scientists, corresponding to the knowledge and skills of your grade.  |
| **PLANNING/ORGANISATIONAL SKILLS** |
| As part of the Quality Management Team, the post holder will plan their own workload, as necessary, to meet the needs of the pathology quality management system. This will involve planning straightforward routine daily, weekly, monthly and annual tasks with direction and guidance from the Quality Manager. Be able to work to deadlines particularly when preparing monthly key performance data and those associated with accreditation visits.Understand that work task priorities may change and being able to adapt to and switch tasks to concentrate on those changed priorities. |
| **PATIENT/CLIENT CARE**  |
| Whilst there is no direct contact with patients, the quality and accuracy of all the work carried out throughout the department impacts on all the results produced by the department which in turn impacts directly on patient care. The post holder will have an important role in ensuring that the quality of the work produced across the whole of the pathology service is maintained and improved upon where possible. Where deficiencies are identified, the post holder will be involved in investigation of the causes of those deficiencies and maintaining records of actions taken to address them. The tasks that the post holder undertakes will indirectly contribute to ensuring patient safety is maintained |
| **POLICY/SERVICE DEVELOPMENT**  |
| The post holder has no direct responsibility for policy and service development. However, they are expected to follow policies and procedures in their own area and contribute to service development, through reviewing and (contributing to) writing standard operating procedures for the duties they perform. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| Help maintain adequate stocks and rotation of quality consumables and stationary to ensure they are available to provide continuation of the service. Monitor equipment calibration and preventive maintenance service dates to ensure recalibration visits are appropriately scheduled to maintain equipment integrity and compliance with accreditation and regulatory standards.  |
| **HUMAN RESOURCES**  |
| Whilst there is no line management or supervisory responsibility attached to this post, the post holder is expected to advise and train staff in the duties contained within this job description, for example in the use of the Comark and Q-Pulse applications and when troubleshooting problems. Work to maintain and improve knowledge and skills by attending appropriate courses, meetings and conferences as agreed through the appraisal process and as part of the process of continuous professional development |
| **INFORMATION RESOURCES**  |
| Excellent I.T. skills are required to interrogate, manipulate and record data (including some patient data), in multiple I.T. applications. |
| **RESEARCH AND DEVELOPMENT**  |
| The post holder will be involved with auditing the QMS across all pathology disciplines.Assist with the issuing, receipt, and processing of user survey data which elicit the views of users of the service.There is no responsibility for research and development attached to this post. |
| **PHYSICAL SKILLS** |
| Some physical skills will be required to install, uninstall and move single and double probed Comark temperature data loggers from fridges, freezers and incubators. This will require a degree of accuracy and skill to position the probes in these devices that may contain expensive, temperature dependant reagents and/or pathology specimens.Good keyboard skills for data entry, report production and data manipulation.  |
| **PHYSICAL EFFORT** |
| Light physical effort for several short periods  |
| **MENTAL EFFORT** |
| The post holder will be expected to frequently concentrate for prolonged periods, up to 2 hours, on tasks involving the use of I.T. applications as described above, where attention to detail and accuracy is vital, such as pulling data and information from multiple sources and compiling into reports. The open plan office area can be a noisy environment and there are frequent interruptions whilst carrying out the duties described in this job description. |
| **EMOTIONAL EFFORT** |
| The post holder will come into indirect contact with pathology specimens in the form of tissue and bodily fluids. They will also have access to pathology results and reports containing sensitive result information such as cancer diagnoses or degenerative disease.Certain aspects of the role can be repetitive and the post holder will be expected to work on some tasks for extended periods of time. |
| **WORKING CONDITIONS** |
| The post holder must be aware of the infection risks posed by working in close proximity to bodily tissues and fluids and take the appropriate precautions to minimise the risk to themselves and others following universal precautions where required and using the provided personal protective equipment. Occasionally working in any part of the pathology department, the post holder will be in the vicinity of tissue specimens and bodily fluids. |
| **OTHER RESPONSIBILITIES**  |
| Work within the responsibilities given by the Health and Safety at Work act (1974) including COSHH, fire safety and manual handling to ensure that agreed safety procedures are carried out to maintain a safe environment for self, colleagues and visitors.Comply with department Health and Safety, Fire, and Security regulations, attending statutory Health and Safety, manual handling and fire safety training when necessary.'Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy' |
| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL**  |
| **GENERAL**This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect. If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010**SAFEGUARDING**To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. **HEALTH AND SAFETY AT WORK**The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.**INFECTION CONTROL - ROLE OF ALL STAFF** It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes: * Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure. |

PERSON SPECIFICATION

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| **Job Title** | **Biomedical Support Worker – Quality Assistant** |

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| **Requirements** | **Essential** | **Desirable** |
| QUALIFICATIONS/SPECIAL TRAINING :5 GCSEs grade 4 (C) or above which includes English, Maths and a science subject.Capable of achieving academic level 5 - BTEC diploma or foundation degree or equivalent laboratory experience.Science A level.I.T. Qualification e.g. in a Microsoft Office application.Laboratory based qualification or training. | EE | DDD |
| KNOWLEDGE/SKILLS:Basic understanding of pathology laboratory processes with experience of working in a science or laboratory environment. Understanding of health and safety associated with a pathology laboratory. Flexible and adaptable with good attention to detail.Good communication skills both written and verbal.Experience of data collection and trend analysis. | EEE | DD |
| EXPERIENCE:Previous experience of working in a science based or laboratory environment, preferably a pathology laboratory.Some experience of auditing.Experience of using Microsoft Word and Excel applications. Trouble shooting experiencePrevious experience of accreditation or regulatory assessments by external organisations.Administrative experience. | EEE | DD |
| PERSONAL REQUIREMENTS:Ability to work conscientiously in an environment which requires a high degree of concentration for sustained periods with the ability to cope with interruptions whilst continuing to maintain high quality standardsMust have a good team work ethic, good interpersonal skills, good communication skills, good organisational skills and show consistency in seeing tasks through to completion.Able to work as a team member.Comfortable working in an area of biological risk, where exposure to both biological and chemical hazards is a risk. | EEEE |  |
| OTHER REQUIREMENTS:The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.Ability to travel to other locations as required | EE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens |  |  | X |  |  |
| Contact with patients |  | X |  |  |  |
| Exposure Prone Procedures |  | X |  |  |  |
| Blood/body fluids |  | X |  |  |  |
| Laboratory specimens |  |  | X |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) |  | X |  |  |  |
| Respiratory sensitisers (e.g isocyanates) |  |  | X |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) |  |  | X |  |  |
| Animals |  | X |  |  |  |
| Cytotoxic drugs |  | X |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) |  | X |  |  |  |
| Laser (Class 3R, 3B, 4) |  | X |  |  |  |
| Dusty environment (>4mg/m3) |  | X |  |  |  |
| Noise (over 80dBA) |  | X |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) |  | X |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) |  |  |  |  | X |
| Heavy manual handling (>10kg) |  |  | X |  |  |
| Driving |  |  | X |  |  |
| Food handling |  | X |  |  |  |
| Night working |  | X |  |  |  |
| Electrical work |  | X |  |  |  |
| Physical Effort  |  |  | X |  |  |
| Mental Effort  |  |  |  | X |  |
| Emotional Effort  |  |  | X |  |  |
| Working in isolation |  | X |  |  |  |
| Challenging behaviour |  | X |  |  |  |