

JOB DESCRIPTION

JOB DETAILS	
Job Title	SARC Quality Manager Devon & Cornwall & Bristol SARCs
Reports to	SARC General Manager
Band	Band 7
Department/Directorate	SARC - Clinical Support Specialist Services

JOB PURPOSE

To be a highly specialised practitioner leading on the Forensic Science Regulator (FSR) UKAS Accreditation for Devon and Cornwall SARC and the Bristol SARC to meet BS EN ISO 15189:2022, Maintain an awareness of current legislation, updates, changes and introductions of new legislation ensuring procedures are in place to control business activities and processes.

To achieve and maintain UKAS(United Kingdom Accreditation Service) accreditation ,ensuring that processes needed for the quality management system are established, implemented and maintained

To work with the Devon & Cornwall and Bristol SARC Managers to ensure the service is compliant with ISO 15189 and the Forensic Regulators Codes of Practice and Conduct and its relevant appendices.

To report to SARC management teams on the functioning and effectiveness of the QMS and coordinating awareness of the needs and requirements of users.

To make a significant contribution to the provision of a high-quality forensic service. Ensure the implementation, development and maintenance of the SARC quality management system (QMS) and its correct functioning is in line with Trust policy and standards laid down by external regulators and assessment organisations.

To report to SARC senior management team and the legal entity of the SARCs at the level at which decisions are made on SARC policy, objectives and resources, on the performance of Quality Management System and any need for improvement

To ensure high levels of communication and effective working relationships with all relevant SARCs and also external national organisations, linking all these together in relation to quality assurance. Attending appropriate meeting and presenting quality audits and outcomes.

To help facilitate a culture of continual quality improvement, the post-holder will maintain an awareness of developments in Quality Management. Where good practice is identified, these quality improvements will be considered by the post-holder, with a view to being incorporated into the SARCS QMS.

Ensuring all staff are aware of their quality responsibilities and providing training and assessment for staff to achieve this.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The post holder will be responsible for and be the named contact for liaising with the United Kingdom Accreditation Service (UKAS) in all matters relating to accreditation to ISO 15189.

Significant input to other regulatory visits from the MHRA and the HSE could also be required.

Compile and publish the SARC Management Review report and associated documents such as the Quality Objectives.

Develop communication networks and work closely with UKAS, Forensic Capability Network (FCN),FSR /Home Office, Policing ,NHS and other essential stakeholders to ensure smooth and effective external assessments of SARCs, minimising risk of loss of accreditation

Assess, develop and implement a competence framework for SARC staff in line with their role and FSR Codes of practice and Conduct

To provide expert quality assurance advice for the development of services across the region

Responsible for all staff training, developing and delivering specialist training to staff in line with the required competencies

Demonstrate a wide lateral vision to see beyond current working practices to identify and develop innovative business practices that may positively impact quality and performance of SARC services

Plan and manage internal audit schedules as well as external surveillance and re-assessment visits for accreditation. Supervise, train and mentor new internal auditors, and personally undertake audits of key areas.

Compile and publish the SARC Management Review report and associated documents such as the Quality Objectives.

Attend regional and national level forums regarding quality and ensuring the service the organisation provides is fit for purpose, remains consistent and meets both internal and external requirements

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Devon & Cornwall SARC and Bristol SARC services

No. of Staff reporting to this role: (If applicable) Nil

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

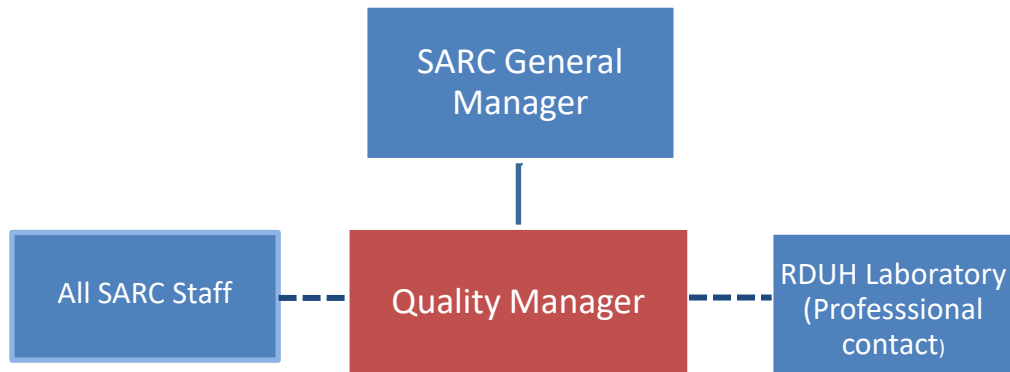
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• SARC Managers• SARC lead clinicians• Pathology Service Manager• Pathology staff• SARC Clinical staff• Crisis workers• Trust Governance representatives• Head of Sexual Health & SARC• Admin & Clerical staff• Health & Safety Representative	<ul style="list-style-type: none">• Q-pulse Support• Police staff including SOLOs• Regional police lead for sexual offences• Other SARC services• South West Regional Quality Managers• Peninsula Pathology Group• External accreditation, assessment and regulatory bodies• Calibration suppliers and engineers• Charity Organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will liaise directly with key stakeholders across Devon & Cornwall and Bristol sites to ensure a functional QMS.

To be the quality lead/specialist for SARC Services, making decisions regarding the Quality Management System and accreditation of SARC services across Devon, Cornwall and Bristol

Works autonomously, making decisions with guidance being provided as required by peers or external reference points.

COMMUNICATION/RELATIONSHIP SKILLS

To participate as an active member of the SARC teams (Devon & Cornwall and Bristol), ensuring that quality processes are adhered to, developed and promoted across all staff.

To hold and Chair quality meetings with appropriate SARC staff, Devon & Cornwall and Bristol managing actions, ensuring minutes are produced and distributed to members.

To work closely with and collaboratively with appropriate police forces and Forensic Manager leads, communication will be highly complex and highly contentious where there may also be barriers to understanding in the accreditation process across all organisational groups including national organisations

Develop communication networks and work closely with UKAS, Forensic Capability Network (FCN), FSR /Home Office, Policing, NHS and other essential stakeholders to ensure smooth and effective external assessments of all relevant SARCs, minimising risk of loss of accreditation

Ensure confidentiality is maintained at all times, adhering to data protection and maintaining Caldicott Guidelines at all times

To be the first point of contact for all communications relating to quality assurance for all relevant SARCs

Attend regional and national level forums regarding quality and ensuring the service the organisation provides is fit for purpose, remains consistent and meets both internal and external requirements

Be responsible for pro-actively seeking improvement to service delivery, responding to complaints or dissatisfaction and implementing effective corrective actions.

Report to senior management on QMS performance and areas in need of improvement. The information will be highly complex across the relevant SARCs and external organisations

Fully support all areas of the SARC services by providing specialist advice and guidance on all matters appertaining to quality systems and accreditation, as the first point of contact for all communications relating to quality.

Coordinate work to the respective managers, in line with the requirements of the Quality Standards, requiring highly developed negotiation skills in order to influence at all levels to ensure compliance

Self-motivated with excellent interpersonal skills including a proven ability as lead specialist in quality assurance to build relationships and confidence of stakeholders and able to influence at all levels

Excellent communication and interpersonal skills and the ability to deliver highly complex information using a wide variety of formats

ANALYTICAL/JUDGEMENTAL SKILLS

To work closely with the SARC managers, identifying risks and ensuring risk register is complete, identifying gaps and mitigation

Demonstrate a wide lateral vision to see beyond current working practices to identify and develop innovative business practices that may positively impact quality assurance and performance of SARC services

Ability to effectively problem solve highly complex situations and develop innovative solutions ensuring clear communication with stakeholders to ensure accreditation standards are met

Develop and implement an audit programme to test the QMS (quality management system) once it has been implemented, analysing and interpreting performance data, and making judgements on areas for improvement

The post holder will need to be able to understand and interpret the standards that the service has to adhere to, e.g. ISO 15189, Medicines and Healthcare Products Regulatory Agency (MHRA) regulations and the Forensic Science Regulations. These analysis and interpretation can be highly complex with a range of options that will need to be actioned across Devon, Cornwall and Bristol to ensure compliance with the standards.

Ability to analyse any findings following an external assessment and apply judgement as how best to address them. Where more than one option for satisfying assessment findings exists the post holder will use their expert judgement to propose the best solution available taking into consideration available resources.

Analyse non-conformance records and incident reports for completeness and to ensure they are completed in the most appropriate way to meet assessment standards, guidance and regulations.

Assess, develop and implement a competence framework for SARC staff in line with their role and FSR Codes of practice and Conduct, devising specialist training programmes for all areas

Review and manage audit reports resolving issues identified through root cause analysis, taking effective action to correct non-conformances and prevent re-occurrence. Evaluate effectiveness of corrective actions taken.

PLANNING/ORGANISATIONAL SKILLS

Arrange and coordinate quality management review meetings being responsible for the associated reports and documentation as well as writing the QMS elements of the report. This will involve organising a cross departmental management review meeting with all relevant SARCs.

The SARCs will be regularly assessed by external organisations (Medicine and Healthcare Products Regulatory Authority, Clinical Pathology Accreditation UK Limited (UKAS) and the Human Tissue Authority. Preparation for and coordinating these visits will be a major responsibility.

Ensure in conjunction with the business manager that calibration visits and annual checks for various pieces of equipment i.e colposcope are arranged and completed

Scheduling and issuing departmental internal audits across all SARCs and disciplines as to the requirements of assessment and regulatory bodies for the purposes of quality improvement.

Ensure smooth and effective external assessments of SARCs, minimising the risk of loss of accreditation

Comply to the Forensic Science Regulators code of conduct, ensuring all standards are met this will be complicated across all the SARC locations where there will be a number of components to consider i.e location, premises, external organisations input when undertaking the assessments

Plan, organise and prioritise resources effectively in order to deliver a quality service, this can be complex and intense involving a number of factors across Devon, Cornwall and Bristol sites, locally and regional

Lead on project plans, working closely with SARC managers, police, NHS, relevant charities and forensic healthcare services to ensure compliance

Participate, plan and manage available Proficiency Testing Schedules, liaising with national organisations.

Plan and manage internal audit schedules as well as external surveillance and re-assessment visits for accreditation. Supervise, train and mentor new internal auditors, and personally undertake audits of key areas.

Have a clear understanding of the staff roles and responsibilities required for the effective operation of the Quality Management System.

RESPONSIBILITY FOR PATIENT AND CLIENT CARE

Assists service users/carers/responsible adults during incidental contact

POLICY/SERVICE DEVELOPMENT

To lead on the development and writing of policies and standard operating procedures relevant to the FSR codes of practice and quality assurance. Ensuring the implementation of these across all relevant SARCs

To adhere and work within local and national policies and procedures

Guided by broad occupational policies and regulations with a responsibility to interpreting policies in the quality assurance of SARC services

Ability to project manage in depth developments within the services in relation to forensic examinations and accreditation of services

Manage the SARCs QMS. The Quality System is a complex system of documentation which describes every aspect of the way in which the service is managed with regard to the quality of the work produced. This system encompasses management, documentation, audit, quality of work, SOPs, training, complaints, system improvement and regular review of quality. The Quality Manager needs to act in unison with several members of the SARC team ,to ensure a high quality service and constant compliance with standards issued by external assessment bodies and organisations

Write, maintain and review the SARCs Quality Policy and Quality Manual. The Quality Manual is a major document to which all aspects of quality will conform. The post-holder must ensure this Manual, once written, remains up to date and is reviewed every year.

The post holder will be responsible for implementing and monitoring a quality management system. The post-holder will be expected to adapt and reconfigure the system to meet the evolving requirements of the FSR. The post-holder must maintain the system.

Ensure all SOP's are written to a common SARC format, and comply with all the SARCs department Document Control Policy and reviewed at the designated intervals.

Provide key performance indicator and turnaround time information as required and produce reports as required for management

Have the authority to assess the requirements of all the SARCs and identify where improvements can be implemented as a result of this assessment.

To establish, document, implement and maintain a Quality Management System (QMS) as part of the accreditation process

Assess, develop and implement a competence framework for all appropriate SARC staff in line with their role and FSR Codes of practice and Conduct

To provide expert quality assurance advice for the development of policies, services across the region and the implementation of these policies.

Maintain a high level of awareness of current legislation, updates, changes and introduction of new legislation, ensuring policies are written and procedures are in place to control business activities and processes

FINANCIAL/PHYSICAL RESOURCES

Does not hold a budget

Responsible for the purchase of equipment or supplies up to the value of £5,000,

HUMAN RESOURCES

Attend and report on the QMS at the Bristol and Devon and Cornwall SARC Governance meetings on the training of staff and provision of specialist training

Responsible for all staff training, developing and delivering specialist training to staff in line with the required competencies

Responsible for the development of specialist assessment tools to assess competencies and to evidence standards compliance

Responsible for own professional development, supervision and annual appraisal

INFORMATION RESOURCES

Using the quality management system and other data sources such as Datix, the post holder is expected to analyse nonconformity records, complaints and incidents, identifying any trends and assist in suggesting corrective actions.

Compilation of SARC Key Performance Indicator data as required.

Compile and publish the SARC Management Review report and associated documents such as the Quality Objectives.

Compile and publish the Quarterly SARC Incident and Quarterly CAPA (correction and preventative actions) reports

Provide SARC related performance and patient safety data for the Trust's governance as required.

Responsible for providing progress reports for all services to the Heads of relevant SARC services

Collate, analyse and present quality management information (capacity, demand, effectiveness, performance, and cost) to senior management.

Maintain and update the Quality Management System records to ensure it contains the relevant versions of processes, procedures, records and associated documents in compliance with the Quality Standard

To be the senior user of the Quality Management System, developing or creating new workflows when required and updating organisational charts and users in line with business changes.

Responsible for the implementation and maintenance of the Quality Management System that conforms to the requirements of ISO15189 quality standard and the FSR Codes of Practice

RESEARCH AND DEVELOPMENT

Will partake in research, clinical trials and equipment testing as required

PHYSICAL SKILLS

Ability to travel to all SARC sites, Exeter, Plymouth, Truro and Bristol

Standard keyboard skills

PHYSICAL EFFORT

Sitting, standing and walking throughout the day, using computers with multi-screens .There maybe the need to use light physical effort at times i.e moving of chairs or small pieces of equipment.

MENTAL EFFORT

High level of concentration needed.

Frequently requires the ability to concentrate on complex documentation or situations whilst being continually interrupted and having to re-prioritise work planned.

EMOTIONAL EFFORT

Ability to take responsibility for the department's staff, its work and its output in relation to QMS processes.

Ability to host assessors and inspectors during assessment visits and inspections. Discussion and debate during such visits can sometimes be intense.

Awareness of necessity for absolute confidentiality.

Occasional exposure to distressing or emotional circumstances .i.e discussions in meetings in relation to child sexual abuse or traumatised service users

Clear communication of detailed and sensitive information with users, occasionally patients and colleagues.

WORKING CONDITIONS

Requires ability to sometimes work in a hot, noisy environment with restricted space.

Duties could include contact with patient fluids/specimens and working in a laboratory environment.

VDU use for most of the working shifts

Need to travel to Exeter, Plymouth, Truro and Bristol

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. manual handling and fire.

Contribute to and work within a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

The post-holder's work is largely automatous on a day to day basis. They will manage their own workload and time as required by the needs of the service.

As this post sits across all Pathology Departments, decisions that will affect those departments will need to be discussed with the departmental senior staff before a final agreement is made.

The post holder attends various department meetings and has an opportunity to influence the decision-making process within their sphere of expertise.

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

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the post-holder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

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.

PERSON SPECIFICATION

Job Title	SARC Quality Manager Devon & Cornwall & Bristol
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Requirements	Essential	Desirable
<p>QUALIFICATIONS/SPECIAL TRAINING: Registered with H.P.C. (Health Professional Council).</p> <p>Relevant Master's degree or equivalent experience</p> <p>Post registration qualification as required for Fellowship of the Institute of Biomedical Sciences (e.g. MSc or equivalent experience).</p> <p>Quality Systems Management training and/or qualification (or willingness to undertake).</p> <p>Chartered Quality Institute Practitioner/Chartered Quality Professional</p> <p>Qualification in medical or forensic science</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p>
<p>KNOWLEDGE/SKILLS: In depth knowledge of BS EN ISO 15189:2012 and the forensic Regulators Codes of practice and Conduct FSR -G – 212,FSR – C - 116,FSR- G -207</p> <p>Knowledge in the effective use of quality management systems, tools and techniques</p> <p>Ability to rapidly re-prioritise work as working situation changes.</p> <p>Excellent Knowledge and understanding of the principles of quality management</p> <p>Excellent communication and interpersonal skills and the ability to deliver information using a wide variety of formats</p> <p>Good time management</p> <p>Competent in the use of IT, with a good working knowledge of Microsoft office applications</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>EXPERIENCE: Ability to understand Quality Assurance procedures.</p> <p>Supervision/Managerial experience</p> <p>Experience of negotiating and influencing discussions, decisions and change with internal and external partners and agencies</p> <p>Experience in leading change programmes in either complex organisations or complex projects where the interests of many stakeholders need to be managed and balanced</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>

<p>Experience of teaching and training of all staff</p> <p>Relevant experience working in an ISO Quality Management environment with a working knowledge of International Standards and relevant guidance material (e.g ISO15189 & Forensic Regulator Codes of Practice).</p> <p>Self-motivated with excellent interpersonal skills including a proven ability to build relationships and confidence of stakeholders and able to influence at all levels.</p> <p>Auditing experience</p> <p>Experience in change management</p> <p>Experience within law or police services</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p><u>PERSONAL REQUIREMENTS:</u></p> <p>Good communication skills. Ability to work alone and/or from home, when required.</p> <p>Excellent organisational and planning skills with the ability to prioritise a demanding workload and resources to meet objectives and deadlines</p> <p>Ability to remain calm under stressful situations, i.e. during assessment visits.</p> <p>Able to convey complex instructions, ideas and opinions clearly and concisely, both orally and in writing</p> <p>Ability to criticise constructively, to design and introduce improvements and to manage change.</p> <p>Able to chair meetings.</p> <p>Able to give presentations and deliver training to staff as required</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><u>OTHER REQUIREMENTS:</u></p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p>	<p>E</p> <p>E</p>	

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