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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Joint Point of Care Manager (Northern and Eastern Services)** |
| **Band:** | **7** |
| **Responsible To:** | **Deputy Blood Science Manager at Exeter** |
| **Accountable To:** | **Joint Pathology Service Manager** |
| **Section/Department/Directorate:** | **Pathology, Clinical Support and Specialist Services** |

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| **Job Purpose:** |
| The post holder will provide the link between the Pathology Directorate and POCT users across Royal Devon University Hospital NHS Trust. They will successfully assess, advise and monitor POCT activity in direct liaison with users and identified directorate / departmental staff.  The role will play a key part in the development and management of a POCT Policy, and in  the establishment of a multi-disciplinary POCT Group.  The post holder will provide overall management for POCT Staff and the Service provided. This will include providing support, facilitation and monitoring of project plans to ensure objectives are achieved in a time efficient manor whilst staying within budget.  Specific duties:   * Act as line manager dealing with all first line personnel issues including leave, discipline, absence and job assignment, in the POCT section. * Participate in the procurement process for new instrumentation and methodologies. * Liaise with suppliers to ensure all urgent, routine and preventative maintenance is performed in a timely and efficient fashion whilst maintaining a full uninterrupted service. * Stock Control:   + Ensure reagents and consumable are maintained at optimum levels, ensuring continuous service availability.   + Ensure stock is used in the most timely fashion minimising wastage.   + Place and receipt orders with suppliers using the EROS ordering system in accordance with the Trust procurement policies.   + Ensure accurate records of reagent usage are maintained in conformance with UKAS requirements. * Ensure all standard operating procedures relevant to the POCT section are written, kept up to date and filed within the Q-Pulse quality management system. * Assist the Laboratory Manager to maintain quality accurate and up to date management records on the Q-Pulse quality management system * Take part in audits and be responsible for actions on clearance of non-conformances. * Assist the senior laboratory management with the planning and implementation of laboratory procedures. * Ensure all COSHH record for the section are accurate and up to date. * Ensure all POCT users have adequate supplies of quality control materials. * Collate and analyse quality control returns from POCT users. * Provide feedback on performance of POCT users in the form of written reports. * Alert relevant managers to poor performance and non-compliant users within their area of responsibility. Document reports and any remedial action undertaken. * Provide teaching/training sessions for clinicians and key trainers in the use of ward point of care testing systems. |

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| **Context:** |
| The post holder will fulfil all tasks and work as part of a team.To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager and will be responsible for a team of staff across Eastern and Northern Sites within the Royal Devon University Hospital NHS Trust.  The NHS Long Term Plan highlights the importance of patients receiving care closer to home, shifting from a traditional model of hospital-based services towards a more adaptive community-based approach. As part of the Community pharmacy contractual framework agreement 2019-2024, NHS England and Improvement committed to explore point of care testing (POCT) by community pharmacists.  Rapidly developing healthcare technology and changes in clinical practice mean that increasingly complex medical devices are being used in primary care. These devices and their users must comply with relevant legal requirements and meet the expectations of the public and other professionals to achieve high-quality care. In summary, the effective management of medical devices involves three principles:   * Buy it right: equipment must be fit for its intended purpose. * Use it right: equipment function and operation must be understood by the users. * Keep it right: equipment must be maintained in a safe and reliable condition.   This guidance signposts relevant legislation and resources to support the delivery of services and provides a structured approach to establishing POCT. |
| **Key Working Relationships:** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. |
| Organisational Chart: |
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| **Key Result Areas/Principal Duties and Responsibilities** |
| **Communication and Relationship Skills**  The post holder will communicate with a range of senior stakeholders concerning their views in relation to complex projects/plans. The post holder will need to facilitate collaborative working between senior managers in a number of organisations in order to achieve project objectives; this will require developed negotiation and motivation skills to deal with highly complex and highly contentious information.  The post holder will need to be able to communicate effectively with a wide range of people and will need to be able to present information in a variety of ways to both large groups as well as on a 1:1 basis.  **Analytical and Judgement Skills**  The post holder will be required to analyse complex performance data and trends in order to assess and interpret the impact on the service. The post holder will be responsible for determining how potential conflicting information will affect service provision.  **Planning and Organisational Skills**  The post holder will need to manage their own day to day activities as well as delegating and re-allocating work to team members. The post holder will be the lead person responsible for the planning and organising of a broad range of complex programmes which form part of the overall Point of Care Service to achieve project outcomes. The adjustments and formulation of these plans will have an impact beyond the post holder’s own area of work.  **Physical Skills**  Standard keyboard skills are required to produce reports, presentations and service plans.  **Responsibility for Patient and Client Care**  The post holder is required to put the patient, as the first priority, at the centre of all activities although the post holder will not have contact with patients in the course of their normal duties.  **Responsibility for Policy and Service Development**  The post holder will work within organisational policy but will also have responsibility for implementing policy and for the development of discrete policy relevant to the development and management of introducing project plans.  **Responsibility for Financial and Physical Resources**  The post holder will ensure that projects are established and managed in a financially responsible manner. The post holder will be an authorised signatory for financial payments including travel claim forms and will  will be responsible for the purchase of physical assets and supplies which are relevant to service and within individual budget.  **Responsibility for Human Resources**  To be responsible for the effective delivery of specialist training and awareness sessions to clinical and non-clinical staff for service requirements.  The post holder has day to day management responsibility for a group of staff and therefore will be involved in the management of staff issues.  **Responsibility for Information Resources**  The post holder will be responsible for maintaining service information systems and will have to collate information and opinions on project plans, gathering data in order to make decisions for the future. The post holder will need to input, store, modify, analyse, process and present the information. The post holder will develop reports based on relevant project information to use to inform key stakeholders of ongoing developments.  **Responsibility for Research and Development**  The post holder will regularly undertake research and development activity as a requirement of the job, to inform and develop the service.  **Decision Making**  The post holder will be the lead specialist within the department and thus will have significant discretion to work. The post holder will be guided by broad occupational policies and regulations and will decide on how expected results are best achieved.  **Physical Effort**  A combination of sitting, standing and walking with little requirement for physical effort. The post requires travelling, meetings in various venues and office-based work.  **Mental Effort**  There will be an occasional requirement for prolonged concentration when reading, interpreting and developing policy documents, reports and project plans. The post holder may be interrupted to deal with staffing or project issues.  **Emotional Effort**  There will be occasional exposure to distressing or emotional circumstances where the post holder may have to part unwelcome news to staff, or effectively influence and negotiate with stakeholders in difficult circumstances.  **Working Conditions**  Working conditions will be those which come with a job which requires travelling but is predominately office based. |

**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.

**STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

1. Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
2. When required, gain support from Occupational Health, Human Resources or other sources.
3. Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
4. Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.

If you are a line manager, in addition to the above, it is expected you will:

1. Champion health and wellbeing.
2. Encourage and support staff engagement in delivery of the service.
3. Encourage staff to comment on development and delivery of the service.
4. Ensure during 1:1’s / supervision with employees you always check how they are.

**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.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST :**  **Joint Point of Care Manager**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test |
| QUALIFICATIONS /  SPECIAL TRAINING:   * BSc (Hons) in Biomedical Sciences or equivalent. * MSc or Fellowship of the Institute of Biomedical Qualification Sciences (FIBMS) by Special Examination, or equivalent. * Current Registration with Health Professions Council (HCPC). * Participation in CPD * Management Qualification | E  E  E  E  D |  |
| KNOWLEDGE/SKILLS:   * Extensive post registration experience. * Sufficient experience to run a section of the laboratory. * In-depth, knowledge of routine/ specialist investigations. * Working knowledge of other departments. * Knowledge of Health and Safety Issues. * Knowledge of laboratory computer system and analyser interfaces. * Good IT Skills and ability to produce and manage databases and spreadsheets. * In-depth understanding of UKAS & ISO requirements and quality management systems. * Experience with audit. * Clear understanding of the procurement process. * Ability to work on own initiative and the ability to supervise and organise other staff. * Ability to work as part of a multidisciplinary team. * Excellent communication skills, with the ability to explain complex information * Must be approachable and patient. * Well organised, show attention to detail, but also flexibility. * Ability to achieve objectives. | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| EXPERIENCE:   * Proven experience of working at a senior level, managing projects, teams and budgets * Experience of working with patients, the public, clinicians and partners * NHS or equivalent public sector organisation experience * Demonstrable experience of high level negotiation and influencing skills | E  E  E  E |  |
| PERSONAL REQUIREMENTS:   * Able to work as a team member * Well-developed leadership skills * Flexible approach to work | E  E  E |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to work across Eastern and Northern sites included in the Royal Devon University Hospital NHS Trust | E  E |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts | X  x | Clinical contact with patients | x | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids | x | Dusty Environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour |  | Manual Handling | x |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |