

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Pathology Quality Manager – Northern Services |
| **Reports to** | Pathology Service Manager |
| **Band** | Band 7 |
| **Department/Directorate** | Clinical Support & Specialist Services |

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| **JOB PURPOSE** |
| To make a significant contribution to the provision of a high-quality pathology service. Ensure the implementation, development and maintenance of the pathology quality management system (QMS) and its correct functioning is in line with Trust policy and standards laid down by external regulators and assessment organisations.  Reporting to laboratory management on the functioning and effectiveness of the QMS and coordinating awareness of the needs and requirements of users.  Ensuring all staff are aware of their quality responsibilities and providing training for staff to achieve this.  To support the Pathology Service Manager with on-going integration of the Northern Pathology Service with the Eastern Pathology Service. As integration progresses with the two Pathology Services aligning, the job purpose will evolve into managing quality across both sites with responsibility for the fully integrated pathology QMS.  To be initially based at North Devon District Hospital with the occasional need to travel to other sites as required. Following integration more time will be required at the Eastern Pathology site. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post-holder will be responsible, in conjunction with the Pathology Services Manager, for ensuring all staff are aware of their quality responsibilities. There are between approximately 90 and 100 laboratory staff in the Northern Pathology Service. The overseeing of the quality performance in the department will be a major responsibility.  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.  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 Pathology Service Manager.  Act as line manager for the Pathology Quality Assistant |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: (type of work undertaken)  No. of Staff reporting to this role: (If applicable)    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** | | * Pathology Service Manager | * Q-pulse Support | | * Consultant Medical staff * Biomedical Scientists (all grades) | * South West Regional Quality Managers * Peninsula Pathology Group | | * Trust Governance representatives | * External accreditation, assessment and regulatory bodies | | * Clerical & Secretarial staff * Clinical Support and Specialist Services Division | * Calibration suppliers and engineers | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder will liaise directly with key stakeholders across Northern and Eastern sites to ensure a functional QMS. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| To participate as an active member of the Senior Pathology Team, ensuring that quality processes are adhered to, developed and promoted across all staff.  Line management responsibility for the Pathology Quality Assistant based at North Devon District Hospital.  To hold and Chair quality meetings for other senior pathology staff to attend, utilising the quality assistant to manage actions, minute and distribute to members. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will need to be able to understand and interpret the standards that the laboratory has to adhere to, e.g. ISO 15189, Medicines and Healthcare Products Regulatory Agency (MHRA) regulations and the Human Tissue Authority (HTA) guidance. These interpretations will need to be actioned across the laboratory to ensure compliance with the standards.  Following an external assessment, the post holder will need to be able to analyse any findings and provide 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.  For compliance activities in relation to MHRA and HTA the post holder will work closely with the Blood Transfusion & Blood Sciences Manager and Designated Individual who are the recognised as the experts in those areas.  The post-holder will assess non-conformance records and incident reports for completeness and to ensure they are completed in the most appropriate way which satisfies assessment standards, guidance and regulations. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Pathology Management Review meetings are arranged and coordinated by the post holder who also assembles the associated reports and documentation as well as writing the QMS elements of the report. This may involve organising a cross departmental Management Review Meeting.  The Pathology Department is 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.  Planning and coordinating calibration visits for various pieces of equipment such as pipettes, centrifuges, and temperature loggers.  Scheduling and issuing departmental internal audits across all pathology disciplines to the requirements of assessment and regulatory bodies for the purposes of quality improvement. |
| **PATIENT/CLIENT CARE** |
| The post holder will be indirectly responsible for ensuring that, through maintenance of the QMS, the department provides a service that meets the needs and requirements of its users and their patients. This will have an effect on patients’ treatment experience, e.g. monitoring of test turnaround times to ensure a timely, prompt service.  Occasionally users’ views will be sought by way of a Pathology Users’ Survey which is coordinated, managed and followed up by the post-holder. |
| **POLICY/SERVICE DEVELOPMENT** |
| Monthly Quality Committee meetings are prepared and chaired by the post holder, where audits, non-compliances and other quality issues are debated.  Manage the Northern site’s 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 quality team and laboratory heads of department to ensure all these aspects are maintained to ensure a high quality of service and constant compliance with standards issued by external assessment bodies and organisations. The post holder will report, regularly to the Pathology Services Manager and monthly to the Pathology Operational Group on the status of the QMS.  Write, maintain and review the Pathology 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 Q-Pulse quality management application is under direct control of the Quality Manager. The post-holder will be expected to adapt and reconfigure the system to meet the evolving requirements of the Pathology Service. The post-holder must maintain the system, utilise all modules as required or necessary and coordinate the upgrading of the software and hardware as these elements become available. In addition to being a quality software package, Q-Pulse will also act as a laboratory management tool and the post holder must ensure all documentation, audit details and non-compliance information is entered into the system. This will be a major responsibility.  Ensure all SOP’s are written to a common RDUH pathology format, comply with the department’s Document Control Policy and reviewed at the designated intervals.  Provide key performance indicator and turnaround time information periodically and produce reports as required for management as part of the Pathology Management Review enabling the laboratory management team to plan pathology-wide quality objectives.  Have the authority to assess the requirements of pathology users and identify where improvements can be implemented as a result of this assessment. Assessment of user satisfaction is not restricted to, but usually takes the format of a survey. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The post holder has the authority to order goods and/or services up to the value of £5000 from the Pathology Unallocated budget without approval from the Pathology Services Manager, however in practice all new purchases will be discussed with the Pathology Services Manager before proceeding. |
| **HUMAN RESOURCES** |
| Chair & co-ordinate the Pathology Quality Committee meetings reporting back to the laboratory staff and managers.  Attend and report on the QMS at the Pathology Operational Group meetings.  Attend Pathology Training and Education meetings with regard to quality principles and practice.  Attend Pathology Health and Safety meetings with regard to quality principles and practice. |
| **INFORMATION RESOURCES** |
| Using the Q-Pulse application 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 Pathology Key Performance Indicator data and the national Pathology Quality Assurance Dashboard  Compile and publish the Pathology Management Review report and associated documents such as the Quality Objectives.  Compile and publish the Quarterly Pathology Incident and Quarterly CAPA reports  Provide pathology related performance and patient safety data for the Trust’s governance as required. |
| **RESEARCH AND DEVELOPMENT** |
| To help facilitate a culture of continual quality improvement, the post-holder will maintain an awareness of developments in Quality Management across Pathology Departments in the south west and nationally. Where good practice is identified, these quality improvements will be considered by the post-holder, with a view to being incorporated into the Pathology Service’s QMS. |
| **PHYSICAL EFFORT** |
| Sitting and using computers with multi-screens, sometimes for long periods. Keyboard skills where accurate data entry on a number of different computer systems is required. Manual handling of tables chairs and desktop centrifuges may be required at times. |
| **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 in the laboratory during assessment visits and inspections. Discussion and debate during such visits can sometimes be rigorous.  Ability to cope with exposure to a variety of managerial situations, dealing with colleagues and other NHS staff.  Awareness of necessity for absolute confidentiality.  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. |
| **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

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| **Job Title** | Pathology Quality Manager – Northern Services |

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test |
| QUALIFICATIONS/SPECIAL TRAINING:  Registered with H.P.C. (Biomedical Scientist).  Degree / HNC/HND as required for HPC registration.  Post registration qualification as required for  Fellowship of the Institute of Biomedical Sciences (e.g. MSc or equivalent experience).  Quality Systems Management training and/or qualification (or commitment to gain it).  Participation in CPD. | E  E  E  E  E | Application Form  Application Form  Application Form  Application Form  Application Form |
| KNOWLEDGE/SKILLS:  Specialist knowledge of at least one Pathology discipline, a working knowledge of other Pathology disciplines and Quality Management applications e.g. Q Pulse.  Ability to rapidly re-prioritise work as working situation changes. | E  E | Application Form    Application Form |
| EXPERIENCE:  Ability to understand Quality Assurance procedures. At least 3 years’ experience working in a Pathology discipline. | E | Application Form |
| PERSONAL REQUIREMENTS:  Good communication skills. Ability to work alone and/or from home, when required.  Able to motivate others, encourage teamwork, delegate and get the ‘best out of people’.  Ability to remain calm under stressful situations, i.e. during assessment visits.  Able to convey complex instructions, ideas and opinions clearly and concisely, both orally and in writing  Ability to criticise constructively, to design and introduce improvements and to manage change.  Able to plan and use own time economically and effectively.  Able to chair meetings.  Able to give presentations and deliver training to staff as required | E  E  E  E  E  E  E  E | Application Form  Application Form  Interview  Application Form  Interview  Interview  Application Form  Interview |
| 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.  Holder of a valid driver’s licence. | E  E  D | Interview  Interview  Application form |

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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 | Y |  |  | ✓ |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y |  | ✓ |  |  |
| Blood/body fluids | Y |  | ✓ |  |  |
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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) | Y |  | ✓ |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y | ✓ |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **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 |  |  |  |  |
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| **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 |  |  |  |  |