NHS Grampian

# SECTION 1

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| JOB IDENTIFICATION | Must be completed |
| **Job Title:** | Quality and Training Manager |
| **Department(s):** | Decontamination Services |
| **Location:** | Aberdeen Royal Infirmary |
| **Hours:** | 37.5 hours per week |
| **Grade:** | Band 6 |
| **Salary:** | £30,401 - £38,046 per annum |
| **Contract:** | Permanent |
| **Job reference:** | CE005437 |

###### SECTION 2

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|  | **Job Purpose**  - the reason why the post exists. This should be a **brief statement**. It should not list all the tasks.  To provide operational support to the Central Decontamination Unit by working closely with the Decontamination Team, assisting in the maintenance of the Quality Management System and assisting in the retention of the certification BS EN ISO 13485:2016 by the ongoing investigation, monitoring and reporting on quality performance and assisting in the process that ensures products are safe and fit for use. The Quality and Training Manager will also manage the setting up and the implementation of a more formalised structured training programme for all CDU staff. |
|  | **Organisational Chart** (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant).  General Manager  Facilities and Estates  Head of Decontamination and Linen Services  Decontamination Lead  **Decontamination Technical Manager APD**  Decontamination Unit Manager  Quality and Training Manager  Deputy Mangers x 6  Quality Administrator/Repairs  Decontamination Technical Team  Team Leaders x 8 |

###### Please refer to appendix B(i) for definitions

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| **1** | **Communication and relationship skills**  **Provide & receive complex information; negotiating skills**  *Exchanges specialist information with specialists, non-specialists; negotiates with contractors, suppliers, statutory agencies, utility companies*  **Level 4a**  Reporting formally and informally to the Head of Decontamination and Linen Services, Decontamination Lead regarding quality performance issues face to face, e-mail and written formal reports.  Communicates sensitive information to all customers of Decontamination Services. Working with Decontamination Unit Manager, Technical Team, Deputies and Team Leaders, SATOs and ATOs regarding quality performance issues face to face, e-mail and written formal reports.  Assist in the presentation of the CDU, decontamination to students and Customers. Preparation of formal written internal reports to CDU Management and Supervisory Staff and externally to Customers (for example Theatre Staff) on the outcome of investigations within agreed timeframes. Reporting may also be informal and direct to Customers in the first instance.  Manage the Quality Administrator that has daily correspondence with customers in regards to product service faults. Line manage the repairs administrator who predominately deals with the repair and replacement of instruments including endoscopes. |
| **2** | Knowledge, training and experience **Specialist knowledge underpinned by theoretical knowledge**  *Professional knowledge acquired through degree + specialist knowledge acquired through courses & experience, or equivalent*  **Level 6**  Postholder must hold a degree with postgraduate education to diploma level or equivalent.  Effective computer/keyboard skills and ability to produce written reports. Full clean driving licence and retention of same.  Experience in managing a large team.  Continue to develop knowledge of instrumentation and decontamination practices to ensure effective and relevant monitoring of quality performance.  Required to have understanding in HTM 2010 and HTM 2030 in order to audit daily mandatory authorisation of Washer Disinfectors and Sterilisers as ‘fit for use’ and to have the understanding of the associated documentation. |
| **3** | Analytical and judgemental skills **Complex facts, requiring analysis, interpretation, comparison of range of options**  *Judgements across specialist estates issues taking into account legislation, H&S, conflicting demands – systems failure, complex fault finding*  **Level 4**  Monitoring and reporting on the quality performance of all staff within the CDU. Investigating, monitoring, recording and documenting product failures across a range of tray set types and as a consequence assisting in developing process improvements.  Providing quality performance information to all Customers within NHS Grampian.  Weighing up the competing pressures of effective investigation against the demand from Customers for return of instrumentation involved in the investigation  Certify whether the washer disinfectors and the Sterilisers are fit for use by means of interpreting the daily tests.  Investigation, interpretation and preventative action to establish the nature and cause associated with reported product service failures, utilising, microscopes, cameras and chemical testing kits.  Analyse and prepare reports to Departmental Supervisors indicating the quality performance of all CDU staff, for example technicians by speciality or on an individual basis. |
| **4** | Planning and organisational skills **Plan, organise complex activities, requiring formulation, adjustment**  *Specialist project planning, management e.g. new waste system, telecoms system, coordinates contractors, specialist agencies, plans specialist training programmes*  **Level 3**  Devise operational and quality management systems based on the Medical Device Directive and British Standards Institute (BSI) that are tailored to suit individual departmental and auditable systems that meet requirements of Health and Safety Exec, BSI. Collate and analyse monthly information provided by managers in order to produce performance reports to be used as a tool to highlight areas of concerns so that these can be addressed and assure continuous improvement to services provided. Devise and undertake audit if need is highlighted from performance data or from customer complaint being received. Regular audits conducted as per the audit schedule, in a timely fashion, on a rotational basis through Decontamination Services. To ensure the departments are complying with all standards and procedures. Non-conformances will be reported to the Head of Decontamination with the recommendation and corrective action plan to address the issue. Advise on all aspects of technical and quality of decontamination processes throughout NHS Grampian. Manage, review and advise on investigations. Keep up to date with legislation and quality and statutory standards that NHS Grampian must comply with. Develop key performance indicators to ensure the continuing compliance of the quality management system with BS EN ISO 13485:2016. Implement risk assessment tools in compliance with BS EN ISO 14971. |
| **5** | Physical Skills **Physical skills obtained through practice/highly developed physical skills accuracy important; manipulation of fine tools, materials**  *Keyboard, driving skills/use of fine tools and equipment*  **Level 2**  Standard computer/keyboard skills and ability to produce written reports.  Full clean driving licence and retention of same. |
| **6** | Responsibilities for patient/client care **Assist patients/clients during incidental contacts**  *Incidental contact with patients*  **Level 1**  Assists patients through incidental contact. |
| **7** | Responsibilities for policy and service development implementation **Implement policies, propose changes to policies, impact beyond own area/ responsible for implementation, development of policies for one or more areas**  *Reviews policies and practices for specialist area, impact on other departments/ across the organisation*  **Level 3**  Contributes to review, implementation and development of reviews policies and practices, impact on other departments. Responsible for development and implantation of the QMS policy, procedure and work instructions for Decontamination Technical team. This will impact on estates, endoscopy unit, Aberdeen Dental school and CDU.  Responsible for implementation of national/local guidance and policies pertaining to decontamination technical requirements. |
| **8** | Responsibilities for financial and physical resources **Authorised signatory; hold delegated budget**  *Authorises payments to contractors, suppliers, signs off direct labour costs; holds delegated budget for specialist area*  **Level 3d**  Post holder will have audit the delegated budget for the provision of supplies/consumables for the decontamination service.  Authorised signatory for payments to contractors and suppliers raised through the PECOS system.  Post holder will be authoriser on SSTS. |
| **9** | Responsibilities for human resources **Day to day supervision; provide training in own discipline/provide specialist training**  *Supervision of technicians or other staff working with jobholder; provides training in own area/ specialist area*  **Level 3a**  Day to day management of the department.  Formally reporting failing performance of individuals within the department.  Assessing competency through written exams and practical testing of CDU staff**.**  Assist in the set up and implementation of a more formalised structured training programme for all CDU staff.  The ability to assess the competency of the trainees by practical means and assessing written exams. |
| **10** | Responsibilities for information resources **Responsible for storage of data; occasional requirement to use computer software to create reports, documents, drawings**  *Stores specialist info; creates databases, spreadsheets*  **Level 2a**  Microsoft programmes, for example Word, Excel, Powerpoint presentations.  Creat reports using the Quality management system.  Postholder will regularly be using administrative rights to a dedicated computerised traceability system collate and report on departmental quality performance in relation to throughput, turn round, machine and or operator performance.  Planet FM  Windows based computer with dedicated traceability system to allow traceability of medical devices and machine and staff performance.  Digital Microscope for investigation of Product Service Faults in relation to surgical instruments  Digital camera to provide documentary evidence in relation to instrumentation and product service faults.  Chemical test kits to establish the presence or absence of protein on surgical instruments. |
| **11** | Responsibilities for research and development **Undertakes surveys or audits as necessary to own work/ undertakes R&D activity**  *Undertakes surveys or audits/ undertakes estates condition survey*  **Level 2a**  Undertake internal audits as part of the ongoing support for the Quality Management System necessary for the retention of departmental accreditation to BS EN ISO 13485.  Monitoring and reporting on the quality performance of all staff within the CDU. Investigating, monitoring, recording and documenting product failures across a range of tray set types and as a consequence assisting in developing process improvements.  Providing quality performance information to all Customers within NHS Grampian.  Undertake and report on the results of spot checks on compliance with processing procedures and practices including, manual washing, testing of Washer Disinfectors, Inspection Procedures, standards of packaging and recording.  Recording, collating and preparation of statistical analysis of Product Services Faults for review by CDU and Theatre Management and other Customers as necessary. |
| **12** | **Freedom to act**  **Broad occupational policies**  *Guided by building, H&S regulations, lead specialist in own field*  **Level 4**  Postholder will be the lead specialist for CDU.  Provide operational support to the Quality and Training Manager to assist in the maintenance of the Quality Management System and retention of BS EN ISO 13485 accreditation.  Responsible for the day to day maintenance of equipment.  Operationally responsible for own and others health and safety by adhering to departmental policies and procedures but through performance monitoring and investigation ensures, as far as possible, the fitness for purpose of CDU products thereby protecting the health and safety of patients undergoing surgical procedures.  Drawing conclusions following investigations of product service faults where test results may be inconclusive.  Achieving conclusions where there is insufficient evidence. |
| **13** | Physical effort **Sitting, standing, walking; some physical effort**  *Light physical effort/ accesses inaccessible areas*  **Level 2b**  Occasional Manual handling of instrument sets when undergoing investigation, monitoring or spot check. Some may weigh over 10kgs. |
| **14** | Mental effort **Frequent concentration, work pattern unpredictable**  *Concentration for paperwork; deals with operational incidents*  **Level 2a (variation)**  Frequent concentration required when undertaking testing, work pattern predictable. |
| **15** | Emotional effort **Exposure to distressing situations is rare/occasional**  *Contact with patients on wards, deals with complaints*  **Level 2a**  Stress from responding to irate Customers who are complaining about the quality of product.  Dealing with training issues that affect staff within the CDU.  Dealing with stress experienced by staff when addressing quality and training matters to them. |
| **16** | Working conditions **Occasional/ frequent unpleasant conditions/ occasional highly unpleasant conditions**  *Site visits, maintenance activities/ sewage, waste, pest infestation*  **Level 2c**  Driving throughout NHS Grampian in order to communicate effectively with all Customers. |

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| **NHS GRAMPIAN**  **PERSON SPECIFICATION** | |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Short listed candidates **MUST** possess all the essential components as detailed below. |

# POST/GRADE: Quality and Training Manager / Band 6

**LOCATION/HOSPITALS: Decontamination/Linen Building, Mile End**

**WARD/DEPARTMENT: Decontamination Services**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | Quality Audit | A recognised & relevant healthcare professional degree/diploma level qualification  DTM SSD Manager’s course  Auditor ISO 13485:2016 |
| Experience | Health care experience  Working to Quality Management Systems  Understanding of the relevant guidance  Managing a team | Managing and delivering Quality  Management Systems  Experience of working and managing in a decontamination unit |
| **Special Aptitude and Abilities** | Excellent communication skills including non-verbal and effective listening skills.  Proven ability to prioritise own work load  Excellent organisational skills to deal with a wide range of people  Well-developed interpersonal skills  Aptitude for analysing and interpretation of results  Ability to concentrate for long periods | IT skills in Word, Excel and Power Point  Experience in working with a quality management system |
| **Disposition** | Outgoing personality  Ability to communicate at all levels  Ability to motivate others  Willingness to work as part of a team. Awareness of own communication style and the impact on others |  |
| **Particular Requirements**  **of the Post** | Requirement for high concentration levels and well developed observation skills to make reasoned judgements both formally and informally on the practical handling skills of participants at all levels of training.  A valid UK driving licence is essential |  |

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| **MAJOR RISKS IN DOING THIS JOB** |
| *Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/objects, working with hazardous substances, dealing with violence and aggression.*  *Post holder will be carrying out moving and handling of animate & inanimate loads using moderate assistance. Loads may be unpredictable and awkward.*  *Lone working & travel*  *If there are no major risks for the job holder please tick this box* |