

## JOB DESCRIPTION TEMPLATE

### 1. JOB IDENTIFICATION

Job Title:	<b>Team Manager</b>
Responsible to:	<b>Operational Manager</b>
Department(s):	Blood Sciences, Cell Sciences, Gene Sciences
Directorate:	Scheduled Care
Operating Division:	Diagnostic Services
Job Reference:	244610

### 2. JOB PURPOSE

Clinical, professional and managerial responsibility for specific specialist laboratory area including all clinical and staff governance issues.

The post holder is responsible for maximising service provision, including the delivery of safe and effective clinical practice, ensuring that all local and national guidelines and targets are adhered to and met e.g. quality and training.

### 3. DIMENSIONS

The Department of Laboratory Medicine provides laboratory services to primary and secondary centres throughout Lothian. These services are currently delivered from 4 sites: the Western General Hospital (WGH), the Royal Infirmary of Edinburgh (RIE) the Royal Hospital for Sick Children (RHSC) and St John's Hospital.

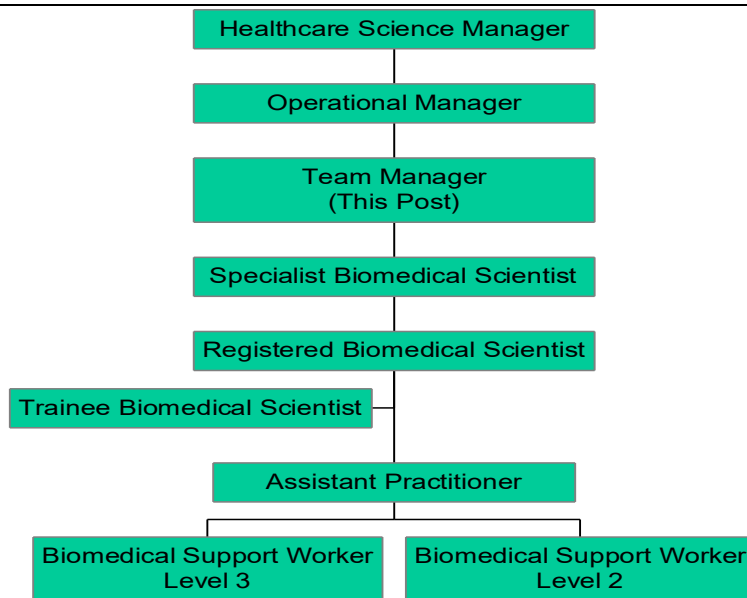
The laboratories receive over 2 million requests and 7 million tests per annum and have approximately 503 WTE staff.

The Team Manager will be responsible for a section within a functional area within the Department of Laboratory Medicine and will provide professional and scientific leadership, advice and consultation for all grades of staff including A&C staff, Biomedical Support Workers; Assistant Practitioners; Registered and Specialist Biomedical Scientists.

The post holder does not have budgetary responsibility but is responsible for stock control and ordering of reagents and consumables.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Directorate of Laboratory Medicine provides a comprehensive and efficient analytical, clinical advisory and educational service of the highest quality to the Division, Hospitals and General Practitioners within and beyond the Lothian Area. The laboratory service also collaborates in a range of research and development and clinical audit projects with clinicians, other Healthcare professionals and drugs/diagnostic companies.

The directorate of laboratory medicine is sited in and around the Lothian area and is split into three functional groups: Cell Sciences; Blood Sciences and Gene Sciences.

Cells Sciences employ approx 200 staff and is based at the RIE and SJH and covers Bacteriology, some virology, pathology, cytology and mortuaries and reference labs funded by the National Services Division

Blood Sciences employ approx 200 staff and is based at RIE; WGH; SJH and RHSC. Blood Sciences covers Biochemistry, Haematology, Immunology and Blood Transfusion.

Gene Sciences employ approx 100 staff and is based at RIE and WGH. It covers human genetics, haematology genetics, molecular pathology and non-human molecular processing and also include some laboratories funded by the National Services Division

## 6. KEY RESULT AREAS

### **Managerial:**

1. Day to day management responsibility for a team of staff including recruitment, induction, mandatory training, identification of learning and development needs of all members of the team through performance review and personal development plan (PDP), first level discipline/grievance, quality checking of work. Responsible for ongoing maintenance of all staff personal files ensuring these are complete and up to date e.g. training, annual / sick leave etc.
2. To maintain the quality management within the designated area by ensuring that all procedural documentation is maintained in accordance with national and regional requirements (ISO/MHRA/HFEA) and the audit schedule is maintained and all non conformances raised are cleared in a timeous manner, reporting all outcomes to the Compliance Manager.
3. To ensure the satisfactory operation and maintenance of all equipment within the department including monitoring and review of maintenance, managed service contracts and the maintenance of the departments rolling programme of equipment replacement, upgrading and disposal.
4. Manage and co-ordinate the ordering of stocks of laboratory reagents and supplies, to ensure effective and efficient service provision.
5. To evaluate, select and implement new equipment, analytical methods and laboratory procedures, ensuring that appropriate paperwork is completed in line with regulatory guidance (Change Control).
6. To identify areas for service improvements in line with regulatory and statutory guidelines and escalate these to the Operational Manager and Healthcare Science Manager for the functional area.
7. To take a lead role in the interpretation and application of guidelines in order to develop departmental policy or to make changes to working practices to improve performance.
8. To assist the operational manager in health and safety management including the completion of the quarterly report; the reporting and investigation of incidents/ adverse events (including SHOT), and the assessment of clinical risk management.
9. To assist the operational manager in the maintenance of the Business Continuity Plan.
10. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

**Clinical:**

11. To perform and interpret a range of advanced specialist clinical laboratory investigations, often in more than one specialty, using complex equipment, automated analysers and near patient testing equipment, escalating any anomalies to the Operational Manager and Clinical Scientist responsible for the specialist area.
12. To validate and authorise results to service users e.g. clinicians dependent on the laboratory area and recommend further tests/actions as and when required, escalating any anomalies to the Clinical Scientist responsible for the specialist area
13. Responsible for internal and external quality control and assurance for all tests and investigations carried out within the laboratory area and to investigate any anomalies, escalating more complex problems to the Operational Manager.
14. Utilising the specialist knowledge gained, will provide professional and scientific leadership, advice and consultation for all grades of staff by presenting scientific data, research finding and other scientific information and by initiating evidence based audits, presentations and research projects in order to support staff and departmental academic development.

**7a. EQUIPMENT AND MACHINERY**

The following are examples of equipment which will be used when undertaking the role:

Use of various complex laboratory analysers and laboratory equipment dependent on the laboratory area.

Personal computer – to communicate, extract and record patient and test information.

Photocopier – duplicating information without breaching copyright regulations.

Telephone – communication both internally and externally.

Computer reports printers.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

**7b. SYSTEMS**

The following are example of systems which will be used when undertaking the role:

1. iSoft laboratory computer system for input and retrieval of all confidential patient and clinical details from request forms and the telephone result enquiry service.
2. CHI patient demographic database for checking difficult request form demographics and aiding with merging duplicate patients on the laboratory computer
3. Database system maintenance / update
4. Electronic request image data storage and retrieval system
5. systems for recording personal development
6. Incident reporting systems
7. Quality management electronic system – Q-Pulse
8. Stock ordering systems

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## **8. ASSIGNMENT AND REVIEW OF WORK**

Workload will be self-generated and through demand from services and via the Operational Manager; Healthcare Science Manager; Compliance manager; education and training department; clinical / Medical staff and Specialist group meetings (H&S, Scientific meetings etc.)

Annual review will be undertaken by the Operational Manager to review performance and Personal Development Plan to ensure that the skills and competencies specific to the designated area including the interpretation of results and recommendations for further testing to aid diagnosis and the treatment of disease are being maintained.

## **9. DECISIONS AND JUDGEMENTS**

To make decisions and judgements in relation to both clinical and managerial aspects of the role including for example: skill mix, application of policy and procedure when dealing with staffing issues, investigation and resolution of quality issues, analysis and interpretation of result/investigation results.

To apply clinical expertise when interpreting policies relevant to laboratory area (both local and national) assessing the potential impacts and thereafter determining the how the policy will be implemented.

To suggest and implement changes to relevant laboratory procedures and apply clinical expertise when advising on new instrumentation required within the specialist area.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Ensuring that all workloads and user requests are met in a timeous manner in a demand led and resource constrained service whilst ensuring continuous compliance with mandatory national standards.

Creating an environment to enable implementation of change, both policy and working practices, including engaging and motivating staff to embrace and implement the change and overcoming any resistance.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

The post holder will communicate on a regular basis using effective verbal, non verbal and written communication with a range of different teams within the hospital. Communication will be with the multidisciplinary team, GP staff (practitioners and doctors) and other hospital users to provide routine and specialist diagnostic results and/or advice or guidance related to laboratory investigations and with internal and external agencies e.g. contractors; manufacturers

The post holder will communicate internally with a range of staff in relation to planning, implementation, review of workload and will lead in service development for the designated area.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical:**

Frequent physical effort for several periods per shift e.g. bends and lifts; moves materials and equipment

Frequent repetitive movements e.g. working with the analysers

Use of specialist equipment requiring fine adjustment, high level of hand/eye co-ordination and accuracy e.g. maintenance and adjustment of analysers and other equipment.

### **Mental:**

Concentration required when undertaking operational and staff management responsibilities which will be subject to interruptions, for example work related queries from staff, or service users regarding service provision.

Concentration required when undertaking clinical role e.g. performing laboratory tests, authorising laboratory results, and recording Quality control results.

### **Emotional:**

Occasional exposure to distressing or emotional circumstances e.g. when dealing with requests from users within the hospital which may result in a negative outcome for the patient or when dealing with staffing issues such as issues relating to performance or absence.

### **Environmental:**

Daily exposure to infectious materials and body fluids.

Occasional exposure to contained highly infectious (Category III) material.

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

### **Qualifications:**

Educated to SCQF level 11 e.g. Masters; IBMS Higher Specialist Diploma;  
Professional registration with the Health and Care Professions Council

### **Skills and Experience:**

Previous experience of managing staff

Good communication / interpersonal and organisational skills

Recognised experience in a laboratory environment

In-house management training will be given to provide competencies to undertake the role.

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: