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| **JOB IDENTIFICATION** |
| **Job Title:** | **HEALTHCARE SCIENTIST TEAM LEAD (COMPLIANCE COORDINATOR) CORE LABORATORY and SPECIALIST INVESTIGATIONS** |
| **Department(s):** | **CLINICAL BIOCHEMISTRY****NORTH SECTOR** |
| **Job Reference number (coded ):** |  |
| 1. **JOB PURPOSE**

The post combines technical responsibility for large specialist areas of expertise within the department - automated core laboratory, Specialist Endocrinology/TMS and STEMDRL laboratory - with a compliance role to monitor and ensure the high quality of work carried out in these sections is maintained.**Technical component of role*** Analysis and Interpretation of a range of complex investigations utilising techniques such as GCMS, LC-MS/MS, HPLC, ion-exchange chromatography.
* Perform a broad range of Healthcare Science technical scientific and clinical activities including spectrophotometric and immunoassay techniques as well as operating automated robotics within the highly automated core laboratory.
* Provide supervision and management, in collaboration with senior staff (Clinical Scientists and Biomedical Scientists (BMS)), of a team of staff and processes within a section of the laboratory, including planning, allocation and quality checking of work.

**Compliance component of role*** Ensure the quality management system (QMS) is implemented and maintained within their area of specialty and responsible for compliance, maintaining standards and quality of performance in line with appropriate accreditation bodies.
* Participation in service design and the implementation of new service developments.
* Work with and report to the Quality, Health and Safety and Training Manager, appropriate Healthcare Scientist Manager and Reception Manager to monitor Health and Safety procedures in their area of speciality and ensure mitigating actions are taken against any risks identified.
* Coordination of Research work (e.g. Clinical Trials) and external work referred into their area of the laboratory.
* Provide highly specialist advice and guidance on the service to users (clinicians, GPs, nurses etc.), colleagues and senior staff where appropriate.
* Develop and deliver training and assess competence of Biomedical Scientists, Trainee Biomedical Scientists, Trainee Clinical Scientists, Assistant Practitioners and Health Care Support Workers.
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| 1. **ORGANISATIONAL POSITION**

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| **3. SCOPE AND RANGE**The North Glasgow Clinical Biochemistry Department is based at the Glasgow Royal Infirmary site, with satellite laboratories at the Stobhill Hospital and Gartnavel campus. The Department provides a comprehensive clinical diagnostic service to the primary, secondary and tertiary healthcare sectors, serving the population of North Glasgow. The total workload amounts to >10 million analyses of >180 different tests, making the department one of the largest in Scotland.It offers an out of hours service on a 24/7 basis for a common agreed repertoire from GRI site.Specialist services have mostly been centralised into the GRI site to maintain a critical mass of staff that will support the on-site out-of-hours service.Specialist services are as follows:-* Trace Elements and Micronutrient Reference Laboratory
* Specialist Endocrinology
* Specialist Lipids
* Gastrointestinal Biochemistry
* Neonatal Biochemistry
* Specific Proteins/Electrophoresis

The department has an excellent record of attracting external research funding and continues to publish extensively in all its specialist areas. The service is provided by various professionals including Medical Staff, Clinical Scientists, Biomedical Scientists, Assistant practitioners, Administrative and clerical staff, and Health Care Support workers. |
| **4. MAIN DUTIES/RESPONSIBILITIES****Managerial*** The post holder will be expected to work collaboratively with senior management staff, Quality, Health and Safety &Training (QHS&T) Manager, Healthcare Scientist Managers, Reception manager and Clinical Scientists to ensure effective utilisation of resources, including staff, equipment and supplies within an agreed area of expertise within the biochemistry laboratory.
* Maintaining the level of service necessary for the high standard of patient care, including supervision of qualified and unqualified staff.
* May be asked to deputise for QHS&T manager, Healthcare Scientist Manager and Technical Managers when required.
* The post holder is expected to supervise and as part of senior staff (Clinical Scientist and BMS) deal with staff issues as they arise including allocation of workload and performance issues as well as dealing with all aspects of training including new equipment and techniques.
* May be called on to cover for other senior staff in the deployment of staff in their agreed areas of expertise on a daily basis to ensure that appropriate staffing levels are maintained in all sections of the laboratory.
* Trains Healthcare Support Workers, Associate Practitioners, Trainee Biomedical Scientists, Trainee Clinical Scientists and Biomedical Scientists, including ongoing training on new equipment and techniques.
* Attend equipment, I.T., management training courses and user groups as appropriate.
* Interviews and participates in the short listing and recruitment of Health Care Support workers, Assistant Practitioners and Band 6 Biomedical Scientists,
* Assist in the investigation of complaints to the Department
* Motivate, re-assure and show empathy to staff deployed in section.
* Act as a mentor to integrated degree students, pupils on work experience placements and trainee biomedical scientists.

**Clinical / Patient Care*** Have good knowledge of laboratory investigations, carried out within the department in adults, children and neonates, and contribute to the interpretation and reporting of investigations
* Deal with telephone enquiries from Health Care Professionals regarding patient results and provide appropriate advice and interpretation including prioritising and scheduling requests for urgent investigations.
* If qualified and registered as a clinical scientist, spend time as “Duty Biochemist” on a rota with other clinical scientists and medical consultants working autonomously to give clinical advice and authorise laboratory reports covering all areas of biochemistry.

**Analytical*** Have responsibility for performing routine and highly specialist analytical and validation functions within their assigned sections of the laboratory
* Ensure that equipment remains functional and operational by performing scheduled maintenance.
* Provide expertise in the in-depth troubleshooting (involving fault identification, diagnosis and corrective action including component replacement) of analytical equipment and specialist techniques in the department. Liaise with field service engineers and product specialists to refer and troubleshoot any issues which may have to be referred to instrument manufacturers. Be responsible along with the core manager and senior BMS staff at assessing equipment’s return to use following downtime/troubleshooting.
* Ensure that all patient samples are appropriately and expediently tested, data correctly analysed and reports issued according to best practice guidelines.

 **Quality*** Participate in departmental monthly Quality Team meetings
* Participate in appropriate monthly Quality Control Meetings, section meetings and overall laboratory meetings to represent your specific area of expertise.
* Participate in the development and review of Standard Operating Procedures.
* Ensure that new standards produced by UKAS are interpreted critically and implemented, appropriately, within their own laboratory section.
* Ensure compliance with documentation, disseminates quality information and supports quality improvement throughout their section.
* Construct, supervise and participate in a program of internal and external audits against defined quality performance measures, ensuring effective immediate and follow up actions are taken in compliance with ISO15189 standards.
* Ensures that systems are in place to assure the quality of samples received into appropriate sections is maintained and patient information sufficient to enable correct patient identification and processing. This may require liaising with external laboratories both within the UK and abroad to confirm patient/requestor information and provide advice regarding sample requirements.
* Assess internal quality control performance and ensure that appropriate corrective action is taken where quality control rule bases indicate unacceptable performance.
* Investigate the reasons for anomalous patient results and advise/take proper corrective action, ensuring the risk of clinical incidents remains low.
* Review non-conformances and update records on Q-pulse and Datix, escalating to the QH&ST Manager and/or Healthcare Scientist Manager where appropriate.
* Co-ordinate the distribution of external quality control samples, collate returned results and advise poor performers of suggested remedial action. Assess, generate and maintain statistical and graphical records of Quality Control performance.
* Work with the QH&ST Manager to define, create and implement departmental quality objectives within their agreed area of expertise.

**Finance*** Ensure appropriate stock levels are maintained within their area of responsibility by undertaking regular stock checks and telephoning orders when required.
* Coordinate invoicing and budget management for referred tests, research and clinical trial samples

**Research and Development*** Play a leading role in the introduction, development and assessment of new methods and equipment.
* Responsible for the coordination of external research work (e.g. clinical trials) received by the department in their section of responsibility.
* Perform and coordinate regular scheduled audits of laboratory procedures and processes, to assess performance and suggest improvements.
* Aim to improve the service for the benefit of users and patients by continuously updating own knowledge of relevant techniques and procedures and applying them where applicable.
* Work with the Healthcare Scientist Managers and Clinical Scientists to coordinate the introduction and monitoring of Clinical trials and research studies into the department and relevant sections of the laboratory
* Co-ordinate analysis and validation of clinical trial samples, where appropriate
* Liaise with clinical trial coordinators on the storage and analysis of test samples and reporting of results

**Professional*** Participate in departmental meetings.
* Participate in annual formal appraisal and personal development planning.
* Continue to enhance technical and scientific knowledge through Continual Professional Development (CPD) in order to maintain HCPC registration.

 **Health and Safety*** The post holder is responsible for overseeing Health and Safety systems in collaboration with the senior specialist staff & management team for their specialist section within the laboratory, and will ensure that systems are in place to provide a safe environment for all staff and visitors to each laboratory.
* Responsible with the senior specialist staff & management team for reviewing and implementing new Health & Safety legislation and directives.
* Ensure Health & Safety Management manuals are maintained and reviewed and coordinate audits of manuals in preparation for audit by H&S Advisor and HSE inspectors as directed by the management manual holder (QH&ST Manager).
* Responsible for ensuring there is a system of induction safety training and on-going safety training highlighting risks in their section of the laboratory.
* Assists and deputises for the Quality, Health & Safety and Training Manager in the review and/or approval of H&S incidents raised via DATIX, ensuring corrective/ preventative/ investigative actions are undertaken when required.
* Assists and deputises for the Quality, Health & Safety and Training Manager in the Coordination and regular scheduling of workplace risk assessments, highlighting any deficiencies and recommend solutions.
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| 1. **SYSTEMS AND EQUIPMENT**
* Responsible for first-line management of the QMS in collaboration with senior staff and QM.
* Enter patient results into the laboratory computer system, generated by self and others, where there is no electronic interface.
* Operate, maintain and perform troubleshooting on highly complex analytical equipment in a safe and proper manner. This equipment includes automated core chemistry analysers, immunoassay analysers, automated robotics and Blood Gas analysers within the Core laboratory or GC-MS, HPLC and LC/MS/MS instrumentation within the specialist laboratories.
* Operate and maintain various other laboratory equipment, such as single and multi-channel pipettes, graduated and bulb pipettes, balances and volumetric glassware, used in manual and semi-automated techniques.
* Operate various I.T. systems, including, LIMS (Laboratory Information Management System), TrakCare, HIS ( Hospital Information System ), National Pathology Exchange (NPEX), Analyser interfaces, Point of Care Remote Monitoring Systems, and EnVigil temperature monitoring system
* Proficient in the use of Q-pulse software package as the main tool for quality and laboratory management functions e.g. for producing, reviewing, storing documents and recording: non-conformances and near misses, all staff training, customer complaints, equipment details and results of audit activity.
* Proficient in the use of MS Office software for the production of documents, tables, charts, spreadsheets and presentations.
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| 1. **COMMUNICATIONS AND RELATIONSHIPS**
* Communicates verbally, electronically and in writing with all staff groups and grades within the Department to convey information regarding implementation and/or changes to policies and procedures. These communications are vital to ensure the efficiency and quality of service.
* Maintain close links with colleagues in other departments within GG&C to provide an integrated high quality Biochemistry service.
* Liaise with various external support staff (e.g. engineers, chemistry application specialists, IT specialists). This involves the exchange and understanding of highly specialist technical and methodological information to allow resolution of method or equipment problems essential for patient care.
* Maintain good communication with Doctors, phlebotomists and ward staff to convey patient results, sample requirements and appropriate follow-up.
* Use skills in Evidence Based Medicine to influence change or adoption of new procedures, advances etc., to provide a more effective and economic service.
* Use tact and diplomacy when investigating incidents and errors that may involve staff (both internal and external to the department, medical and non-medical) and service users, all of whom require to be informed of the problem and the extent of their involvement, and how it may have affected patient care.
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| 1. **PHYSICAL DEMANDS OF THE JOB**

**Working Conditions****•** In contact with potentially toxic chemicals on a daily basis, using appropriate PPE.* Required to work with blood, urine, faeces and samples of cerebrospinal fluid that may present an infection risk, using appropriate PPE.
* Required to wear protective clothing at all times in a poorly ventilated area where equipment may cause high working temperatures

**Physical Skills*** Prolonged periods of rapid and accurate sample processing required to enable expected analytical reporting times to be met.
* Operation/maintenance of complex equipment and manual techniques utilising very small sample volumes both require a high degree of manual dexterity and precise hand eye co-ordination.

**Physical Demands*** Sitting or standing daily for long periods of time while performing laboratory tests or examining data.
* Required to lift and move reagents and consumables, up to 10 kg, which may be bulky.
* Extensive use of visual display units.

**Mental*** Prolonged periods of concentration required to ensure that inconsistencies and inaccuracies on samples and associated requests are identified.
* There is a requirement for a high level of concentration when processing samples and reporting results.
* Prolonged periods of rapid and accurate sample processing required to enable expected analytical reporting times to be met.
* There is a requirement to prioritise own workload to meet deadlines.
* Must be able to adapt to unforeseen occurrences and be able to lead and manage effectively in high pressure situations as and when they arise.

**Emotional Demands*** Ensuring the effective operation of the section of the laboratory for which you have responsibility while taking account of conflicting demands on personnel and resources in other sections of the service.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* To maintain speed and accuracy throughout prolonged periods of sample processing and result validation.
* To maintain standards and meet expected turnaround times despite a continually changing workload.
* Maintaining concentration on current tasks while managing interruptions regarding other technical, quality and H&S issues.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

**Essential*** Registration as a Biomedical Scientist or Clinical Scientist with the Health Professions Council is mandatory.
* Possession of a relevant Masters Science Degree or demonstrable equivalent level of knowledge e.g. I.B.M.S Higher Specialist Diploma or Certificate of Expert Practice.
* Possession of an I.B.M.S. Certificate of Competence or completion of an accredited training programme within clinical science (e.g. STP or Grade A Training)
* Relevant post registration experience.
* Effective written and verbal communication skills.
* Demonstrate competence in problem solving and prioritising workloads.
* Ability to understand and follow complex Standard Operating Procedures and NHSGGC Policies and Protocols.
* Required to undergo a period of in house practical and theoretical training on all laboratory equipment and techniques to the level required by the Laboratory Training Policy.
* Show evidence of continuing professional development to the standards required by the Health Care Professions Council. This may be accomplished by a combination of self-study, courses, tutorials, seminars, workshops and reflective practice on work-based activities.

**Desirable*** Membership of the I.B.M.S.
* Evidence of training towards Fellowship of the Royal College of Pathologists
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| **10. 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:** |