## BTSG211



**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** | | | | | |
| Job Title | | Service & Quality Improvement Officer | | | |
| Immediate Senior Officer/ Line Manager | | SQI Practitioner | | | |
| Department | | Service & Quality Improvement (SQI) | | | |
| SBU | | SNBTS, Donor & Transport Services | | | |
| Location | | National post – JCC, Atheneum | | | |
| CAJE Reference | | BTSG211 | | | |
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| **2. JOB PURPOSE** | | | | | |
| The role of the Service & Quality Improvement Officer is to support the Donor & Transport Services (D&TS) Teams to deliver on the agreed corporate objectives and priorities of SNBTS. Supporting the standardisation of procedures across D&TS on a national basis  The role will be varied working collaboratively with various staff groups across D&TS and the wider SNBTS directorates. Working on a number of both quality improvement projects, quality assurance requirements and change management processes to support the delivery of a professional service to blood donors.  The post holder will support and facilitate the SQI improvement endeavours and will work with senior staff to deliver redesign and high quality implementations. The role will include supporting teaching basic improvement skills, working with teams/services using improvement tools and techniques to establish opportunities for redesign and improvement, undertaking observations, process mapping and collecting data for improvement. The role will involve working with all levels and grade of staff across the organisation.  The post holder will report to the SQI Practitioners, working closely to deliver the overall SQI team requirements, supporting the development and delivery of improved performance across D&TS. Facilitating the standardisation of processes and procedures across D&TS with the development of effective systems for process control. | | | | | |
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| **3. DIMENSIONS** | | | | | |
| Blood is collected at a number of static sites and at blood collection ‘sessions’ in the community across Scotland. The Staff are located in a number of geographically dispersed departments based across Scotland.  Locations: National Donor Services Office located in Edinburgh  3 x Territories (with 5 fixed Centres) in:   * Northern Arch – Dundee, Aberdeen, Inverness * South East – Edinburgh & Satellite Livingston * West – Glasgow, Dumfries   250 WTE across territories   |  |  | | --- | --- | | Donor Attendance per annum | 160,000 | | New / Returning Donors per annum | 100,000 | | Apheresis procedures per annum | 8,500 | | Plasma collection per month   (plans to increase this volume) | 100 | | Blood Collection session events per annum | 2,100 |   The post holder will work within the confines of the SQI budget, which is controlled by the DS&T Associate Director. The individual will have no fiscal responsibility or to monitor spend. The individual is however required to understand financial aspects in terms of travel guidelines (accommodation, daily allowance etc.).  This post has no direct line management responsibility. | | | | | |
| **4. ORGANISATION CHART** | | | | | |
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| **5. ROLE OF THE DEPARTMENT** | | | | | |
| The SNBTS Supply Chain Directorate is responsible for the planning and provision of adequate supplies of safe, high quality blood components for NHS Scotland.  The division leads, develops, implements, and maintains an approved national strategy for the SNBTS blood donor program. DS&T is responsible for all aspects of blood product collection planning, donor communication, donor recruitment, publicity, administration and the blood collection and apheresis programmes to meet the demand for blood. Dealing with approximately 160,000 donor attendances per year yielding some 134,000 donations, and ensures the provision of secure a safe and sufficient blood supply, to appropriate regulatory and legal standards, that meets NHS Scotland requirements.  In addition, in some areas the department provides support to the Clinical Directorate a range of clinical and therapeutic services for patients being treated in the NHS boards.  The Service & Quality department is a department with DT&S providing a varied range of quality improvement and assurance support systems to the wider DT&S departments including change management support, improvement project advice, assurance management systems (e.g. change control, process and training documentation, UAT and validation) to the directorate. The team also provides support to the teams on their audit programme including statistical mapping and reporting; quality event/incident support with view to analysis of improvement requirement. The department also works in close proximity to both the Validation department and DaS service for SNBTS.  The department also has a training remit responsibility for the DS&T departments. | | | | | |
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| **6. KEY RESULT AREAS** | | | | | |
| 1. Develop and maintaining project documentation such as project plans, user acceptance requirements and testing, scoping change, assessment of training requirements and contributing to the development and review of controlled documents and training documentation in collaboration with subject matter experts (SMEs) to support the management of change processes and quality improvement initiatives. 2. Responsible for collating information to support continuous service and quality improvement, includes evidence base practice and new equipment, research and innovation initiatives. 3. Responsible for the preparation of data collection and collation from various sources (e.g. procedural audits/process and practice change assessments (on and off site)/surveys). The PH will create spreadsheets using excel, analyse and develop reports from data outcomes 4. Routinely liaises with varied departments/ external stakeholders / training groups / work groups / project groups, where a national implementation will have an impact. Reviews/analyses the information which is multi stranded and complex and reports on recommendations. 5. Key role in delivery and management of validation and user acceptance testing working in collaboration with Validation/QA Managers and in line with SNBTS validation policy through support and active participation. 6. Involved in and supports the D&TS training team to develop project training material and arrangements for training delivery. Training as required, to multi-disciplinary teams (up to a maximum of 15), as part of change and developments within D&TS. Ensuring knowledge and skills transfer and understanding of the subject matter, overcoming any barriers to understanding to improve working practices and performance. 7. Develop, maintain and manage controlled documents and support completion of various types of risk assessments, gap analysis, root cause analysis and training packages, that are used nationally by D&TS departments. 8. Take a key role in the testing and preparation of quality review of the D&TS IT systems to ensure compliance with regulations. 9. Take an active role in preparation for D&TS Regulatory Inspections and source information as required during the inspection. 10. Provides SQI representation and participation in designated D&TS groups and meetings escalating issues to line manager as appropriate. 11. Authorised to raise orders for goods/stock using the financial system as required (max £350 per order, unlimited frequency per annum).   **Planning**   1. Plan meetings e.g. Project Group meetings, Improvement group meetings drafting minutes and outcomes. This can be complex to ensure that the right staff (internal and external) are in attendance at the right time; this involves sending reminders and setting various planned programmes over various departments/agencies in advance for up to twelve months. 2. Plays a key role in supporting the change management of donor services projects, which includes planning and contributing to meetings, facilitating workshops (e.g. process mapping); preparing meeting documents and outputs; and supporting project leads to maintain Project plans, action plans and RAID logs 3. Works collaboratively with Practitioners to develop programme for audits over all DT&S processes; analysing data for national trends; reports finding to management and monitors corrective actions identified are implemented. | | | | | |
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| **7. ASSIGNMENT AND REVIEW OF WORK/ DECISIONS AND JUDGEMENTS** | | | | | |
| Post holder is responsible for the day to day management, prioritisation and scheduling of own workload, coping with proficiency and in a timely manner using initiative and independent judgement; a**djusting priorities to meet frequently changing demands.**  **Post holder will review workload, self-managing any conflicting demands referring to line manager or SQI Manager when necessary.**  Work will be generated from the SNBTS business plan and objectives; key objectives are agreed annually with line manager. Performance is reviewed on a bi-annual basis with frequent reviews of progress and ongoing development. | | | | | |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** | | | | | |
| The post holder routinely liaises with staff at various levels from other areas/departments, and external stakeholders.  The post holder must have a positive, adaptive and flexible attitude and will be expected to communicate face to face, video conferencing/ms teams, via telephone or written (e.g. email / letter) using a high standard of interpersonal skills effectively. Deal with resistance to changes which will be complex to the audience.  Post holder must possess persuasive, motivational, negotiation and reassurance skills that are required in achieving job success, working collaboratively to deliver multiple change programmes and improved quality and regulatory compliance.  Communication with both internal and external stakeholders and staff training groups, this involves using a wide range of media such as electronic, verbal and written communications to ensure effective communication. The complexity arises from policy / procedural changes and could impact on the service delivery if not explained effectively to stakeholders.   |  |  | | --- | --- | | **Internal** | **External** | | * SQI Team * DT&S Senior Team * All DT&S Departmental staff * Various SNBTS Wide teams (e.g. Clinical apheresis; Manufacturing) * Donor Consultants and medics * QA Departmental Staff (Various levels) * QA Validation department * Other Functionally based staff groups e.g. DAS, Engineering | * Blood Donors * General Public * Trade Unions and Professional Associations * Suppliers & Contractors and other Service Providers | | | | | | |
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| **9. MOST CHALLENGING PART OF THE JOB** | | | | | |
| Post holder will have a workload that includes numerous diverse projects/work streams which will often be conflicting and may impact on deadlines, requiring skilled time management and prioritisation.  At times the post holder is expected to accommodate high priority workload at short notice.  Post holder maybe required to join already established work streams to provide support and ensure timely delivery of objectives. This is challenging for the post holder, who is then required to gain an appropriate level of knowledge and understanding to meet expectations.  Securing staff involvement and commitment to improvement/change projects within the organisation. Sustaining staff morale during change processes and promoting a work culture and climate where quality of service is of utmost importance.  Dealing with uncertainty where projects objectives/timescales shift at pace. | | | | | |
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| **10. Systems** | | | | | |
| Post holder is responsible for production of reports, creating spreadsheets and presentations, support management of change control processes and manage controlled documentation.  Daily and extensive use of SNBTS quality management system (Q-Pulse) for all controlled documentation.  Generation of controlled documents ensuring, in particular, that DT&S documentation is reviewed and maintained. Documents will be created and stored in Q-Pulse for access by all stakeholders, and both internal and external auditors.  Post holder is required, in support of the SQI Team, to create and manipulate data to produce reports that inform National Strategic decisions.  Daily use is required for: MS Teams; Microsoft Office applications in creating controlled documents and reports (Word); Frequent use of spreadsheets for data collation and analysis (Excel) as required.  Use of PowerPoint and Visio may be required on occasion. Use of the following is also required: LearnPro, DS Toolkit, TURAS, Crown, E-expenses, eProgesa, and access to restricted electronic documents / folders. | | | | | |
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| **11. WORKING ENVIRONMENT AND EFFORT** | | | | | |
| **Physical Effort** | | | | | |
| Frequent long period with limited scope of movement activity whilst traveling – up to 4hrs. Travel throughout Scotland to attend meetings, training and places of business.  Large parts of the working day are spent sitting / working at the computer.  Requirement to carry general office supplies (e.g. project documentation) and personal laptops, headphones, etc between sites as required. | | | | | |
| Mental Effort | | | | | |
| Post holder will frequently require concentrating for long periods:   * Meetings spanning the working day from various work streams * Completion of detailed documentation such as reports, controlled documents, project documentation etc * Quality Improvement data analysis and presentation   Post holder may also require to concentrate for long periods:   * Training staff in new procedures/implementation * Time in Motion Studies - analysing and reporting findings | | | | | |
| **Emotional Effort** | | | | | |
| Post holder will deal face to face with a multidisciplinary team of highly committed and motivated staff who have been required to change established ways of working to meet national best practice standards. Situations may become more difficult if implementation is not going smoothly and resistance to change is noted.  Post holder requires to justify the rationale for the change and identify problems which may be team related and not practice related.  Post Holder will deal with at times emotional/confrontational situations which require empathy, reassurance and understanding. | | | | | |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** | | | | | |
| Travel throughout Scotland may be required to work collaboratively with staff to assess compliance with procedures and complete on-site tasks for SQI deliverables.  Use of standard office equipment. Significant degree of sustained VDU usage. | | | | | |
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** | | | | | |
| **Training & Qualifications**  Degree (or equivalent) in Blood transfusion or related subject or equivalent experience years within a regulated blood transfusion or health related environment  A good understanding of Change Management/Project Management/ Quality Improvement.  **Experience**  Experience of working in support of teams involved in Quality Assurance and/or Quality Improvement projects, or a background in a data management related role.  Experience of audit, data analysis (importance of data quality) with report writing skills.  Demonstrates having undertaken further continuing professional development.  Ability to motivate others and work with a broad range of stakeholders utilising excellent interpersonal and communication skills, both oral and written.  Experience of facilitation, influencing and negotiating skills  Experience in the delivery of training and confident in contributing to/with senior colleagues and stakeholders  **Skills**  Well-developed analytical skills and an ability to effectively troubleshoot complex problems.  Well organised with good time management skills.  High level of I.T. skills and a highly competent user of all Microsoft Office applications e.g., Word, PowerPoint, Excel, and Outlook | | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | | |
| Postholder Signature: |  | | Date: |  |  |
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| Postholder Print: |  | |  |  |  |
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| Manager Signature: |  | | Date: |  |  |
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