NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
 | Job Title | Quality Manager Genetics(Band 7) |
| Department(s)/Location | Genetics, Level 6, Ninewells  |
| Number of job holders | 1 |
| **2. JOB PURPOSE**The post-holder is the principal focus for all quality issues throughout the East of Scotland Regional Genetic Service. They will utilise their knowledge, skills and experience to manage, develop, implement, maintain and audit all aspects of the departmental quality system. The post holder will have key responsibility for the planning, implementation and maintenance of the Quality Management System. They will manage the system and ensure that the Service delivers a high-quality diagnostic service that meets all appropriate regulatory, statutory, health and safety and accreditation standards.The Quality Manager will lead the daily management of service quality matters in the laboratory to nationally accepted accreditation standards. They will have the skills and ability to promote quality within all areas of the ServiceThe Quality Manager will be responsible for developing and delivering training in Quality Management matters for the Service and provide training in the implementation and maintenance of quality systems to all staff in Genetics. They will work with other Quality Managers, both within and out with NHS Tayside, to ensure that national quality standards and best practice are developed and implemented..  |
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| **3. ORGANISATIONAL POSITION**  The Quality Manager will report to the Head of Laboratory but work closely with all staff in Genetics.Patient Access and Assurance Management TeamLaboratory DirectorConsultant Clinical ScientistsQuality ManagerIT ManagerTechnical Team LeadSenior Clinical ScientistsHCS PractitionersClinical ScientistsHCS Associates HCS Assistants  |

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| **4. SCOPE AND RANGE*** Provide expert guidance, advice and support to laboratory staff in quality matters. Identify any variation from accepted standards, protocols and policies and suggest appropriate corrective action.
* Co-ordinate quality issues for the East of Scotland Regional Genetic Service, taking into account both local and national best practice.
* Manage and deliver regular focused audit of laboratory services and maintain a comprehensive audit calendar.
* Maintain the Quality Management systems for the Genetic Service to ensure effective delivery of high quality services.
* Maintain the Health and Safety requirements for the Genetic Service to ensure adherence to local and national policies
* Collaborate closely with Senior Clinical Scientists to ensure that new procedures and equipment are validated/verified correctly and implemented into service in line with departmental and organisational policies.
* Participate in service development initiatives, formulating and implementing processes and policies that maintain or improve quality.
* Act autonomously within accepted professional guidelines to achieve expected outcomes, under the management of the Head of Laboratory.
* Maintain a watching brief for new legislation, EQA (External Quality Control) and guidelines relating to quality and health and safety that will affect the Genetic Service.
* Liaise with other Quality Managers, Health and Safety Managers and Leads from Genetics and other laboratory disciplines.
* Take responsibility for their own workload, offering advice, support and supervision to other members of the Genetic Service.
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| **5. MAIN DUTIES/RESPONSIBILITIES**Service Provision* Develop, implement, manage and maintain an effective Quality Management System for the Genetic Service.
* Provide a focus for local Clinical Governance activity, ensuring that the Genetic Service conforms to quality standards.
* Develop and implement quality indicators and objectives and monitor progress of the Genetic Service against commissioned key performance indicators.
* Actively seek input from clinical users of the Genetic Service regarding the quality of service provided. Identify, develop and implement quality improvements based on this information.
* Maintain the confidentiality of all clinical and laboratory information with due regard to patient safety.
* Manage and actively promote the use of the Q-Pulse quality management system throughout the Genetic Service.
* Ensure that all staff are correctly trained in the use of this system and other aspects of quality.
* Plan, prioritise and deliver own workload while providing advice, support and supervision when required on all aspects of quality.
* Plan, deliver and manage complex audit activity of all areas of the Genetic service, including the Quality Management system. Provide detailed reports and recommendations to the Head of Laboratory Services to maintain quality standards and accreditation status.
* Ensure that all documentation and records relating to quality are maintained and updated, delegating responsibility to other members of the team when appropriate.
* Plan, implement and manage a system for effective document control.
* Ensure that all work is conducted with due regard to the safety of all patients, staff and visitors.
* Develop, implement and manage a system to record non-conformances that are identified in the Genetic Service. Ensure that all corrective and preventive actions are identified and implemented.
* Ensure that all adverse events and near misses are recorded appropriately in Datix and that all corrective and preventive actions including LAERS are implemented.
* Maintain Departmental Risk Register.
* Ensure that the Service complies with all regulations from a quality and Health and Safety perspective.
* Monitor the performance of the Genetic Service in all external quality assessment schemes. Identify and implement any quality improvements that arise from performance in the schemes.
* Ensure that all quality management and electronic reporting systems conform to ISO15189:2022 standard.
* Coordinate the Annual Management Review and participate in Clinical Governance activities required for the Service.
* Represent the Genetic Service at the Scottish Quality Manager’s Forum and at local meetings where the focus is on quality and accreditation.
* Achieve objectives set at annual performance review relating to competence, career progression, further professional qualifications, service development etc.

Service Development* Liaise with laboratory staff to identify service developments or equipment that will result in improvements to clinical users and patients. Provide expert advice to ensure that all validation/verification activity performed conforms to accreditation standards and current best practice.
* Liaise with the IT Manager to develop and implement a comprehensive suite of audit tools to monitor the performance of the Service against quality and performance indicators.
* Actively promote a culture of quality throughout the Genetic Service.

Education and Continuing Development* Liaise with the designated Training Officer and Technical Team Lead to develop and deliver appropriate training materials that maintain and promote quality and ensure that sufficient staff are trained and competent in quality matters to deliver a safe and effective service.
* Ensure that all staff in the Service are trained in the correct use of the Q-Pulse quality management system, developing and delivering training packages when required.
* Maintain a detailed knowledge of accreditation standards and statutory requirements relating to quality in order to provide expert advice to senior colleagues within the Genetic Service.
* Liaise with the Head of Laboratory to identify, plan and undertake continuous professional development activities.

External Quality Assessment and Internal Quality Control In this capacity:* Manages the internal quality control systems in the department by establishing appropriate data capture systems, carries out appropriate statistical analysis, provides an independent overview of the efficacy of quality control data generated within the Department, reports outcomes to departmental management and advises on areas of concern.
* Manages enrolment in appropriate External Quality Assessment (EQA) schemes, manages the receipt, timely distribution and reporting on these EQA challenges, monitors performance, disseminates EQA reports and highlights areas of concern to departmental management.

Health and Safety* The post holder is responsible for overseeing Health and Safety systems and will ensure that systems are in place to provide a safe environment for all staff and visitors to each laboratory.
* Responsible for reviewing and implementing new Health & Safety legislation and directives.
* Ensure Health & Safety Management documentation is maintained and reviewed and coordinate audits as required.
* Responsible for ensuring there is a system of induction safety training and on-going safety training highlighting risks in their section of the laboratory.
* Review and/or approval of H&S incidents raised via DATIX, ensuring corrective/ preventative/ investigative actions are undertaken when required.
* Responsible for the Coordination and regular scheduling of workplace risk assessments, highlighting any deficiencies and recommend solutions.

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 6. **COMMUNICATIONS AND RELATIONSHIPS*** The post holder will be required to maintain close communication with the multidisciplinary Genetic team; this includes laboratory staff, medical staff, counsellors and A&C staff. This includes providing specialist advice on quality matters and developing new processes to implement agreed service improvements. The post holder will be responsible for monitoring and ensuring that staff are using all Quality Management systems appropriately.
* The post holder must convey complex information regarding accreditation standards to laboratory and A&C staff and ensure that they understand how to use the information correctly. This often requires a high degree of interpretation of the standards and the post-holder must be able to constructively communicate with a range of individuals with differing levels of knowledge about quality matters to effect change.
* Feedback the outcomes of complex audit activity to colleagues from Genetics and other healthcare science disciplines from NHS Tayside, ensuring that senior colleagues address areas that are non-compliant with accreditation standards.
* Work closely with other Quality Managers from Genetics as well as from other laboratory disciplines such as Pathology, Haematology, Microbiology and Hydatidiform Mole Followup Service to develop and share good practice.
* Work collaboratively with the IT Manager, Training Officer and NHS Tayside H&S to develop audit tools, maintain staff competence in quality issues and ensure compliance with statutory regulations.
* Liaise with the Lead and Specialist Assessors from the accreditation body to arrange and manage assessment visits, prepare all pre and post-visit documentation. Act as the primary point of contact between the Genetic Service and the accrediting body.
* Work with colleagues in NHS Tayside regarding the development and implementation of new versions of Q-Pulse quality management system software.
* Represent NHS Tayside Genetics at local and national meetings focussing on quality and accreditation matters
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| **7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB*** The post holder should have excellent organisational ability, highly effective communication skills and be able to work both on their own initiative and as part of a multi disciplinary team.
* Postgraduate qualification in Quality Management.
* Experience of working in a laboratory or production environment.
* Excellent understanding of Health and safety processes and standards.
* Excellent understanding of the application of Office software such as Powerpoint, Excel, Access and Word to collect, collate, analyse and present complex data.
* Detailed understanding of laboratory accreditation processes and standards, particularly ISO15189.
* Knowledge of NHS policies including data protection and Caldicott Information Governance, data security and consent.
* The post requires excellent communication and workload management skills and the ability to train and mentor others.
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| 8. **SYSTEMS AND EQUIPMENT**The Quality Manager must be familiar with laboratory processes and equipment. SystemsThe post holder will use the following software systems:* LabWare LIMS laboratory information management system
* Q-Pulse electronic quality management system
* NHS email
* Windows 7 and Office applications.
* Datix adverse event reporting system and Risk Register.

Equipment* Desktop PC, laptop PC and document scanner.
* General office equipment such as telephones, scanners, printers and photocopiers.

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 1937. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 9. **PHYSICAL DEMANDS OF THE JOB****Physical*** Prolonged periods sitting at personal desk area using a PC, keyboard and mouse - approximately 90% of the working day.
* Advanced keyboard skills
* Travel to meetings where the focus is on quality and accreditation matters.

 **Environmental*** The post-holder may be at risk of exposure to biohazards or potentially harmful substances while conducting audits in the laboratory environment. While all steps are in place to control these risks, the potential for accidental exposure cannot be completely eliminated.

**Emotional*** Frequent requirement for prolonged concentration where the work pattern can be unpredictable.
* Frequent periods of working to short timescales in order to meet requests for documentation from assessors ahead of accreditation assessment visits.
* The Quality Manager will often be the first point of contact for users to highlight any issues or complaints they have of the Service. Dealing with such enquiries effectively can be emotionally challenging.
* The Quality Manager must be prepared to constructively question and challenge senior managers if barriers are encountered that may prevent the Genetic Service from meeting accreditation or health and safety standards. This may be emotionally challenging for the post-holder.
* The post-holder will be responsible for organising accreditation assessment visits which will require forward planning and organisational skills. The Quality Manager must be prepared to constructively discuss and occasionally defend ways in which the Genetic Service has met certain requirements. This can often be challenging when dealing with both Specialist and Lead assessors and requires tact, diplomacy and conviction.
* The Quality Manager will actively maintain and promote a culture of quality and safety within the Genetic Service. This can often be challenging for colleagues when faced with competing pressure to deliver timely patient results. The post-holder will require persuasion, understanding and the ability to take a pragmatic approach.
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| 10 **DECISIONS AND JUDGEMENTS*** Working autonomously, the post holder will make decisions and judgments based on complex and highly specialised information and data. They will be responsible for analysing complex data, planning and delivering solutions to problems as they arise or as anticipated. Although accountable to the Head of Laboratory, they will make their own decisions regarding the most efficient functioning of the Quality Management and Health and Safety System for the Genetic Service.
* They will be responsible for planning and prioritising their own workload and delegating tasks to other members of the Service. There will be a requirement to mentor and review the work of others.
* The post holder will be required to develop creative and pragmatic solutions to ensure that the Genetic Service complies with accreditation standards and best practice.
* The Quality Manager must make evidence-based decisions on whether a particular course of action has proved effective and devise and implement strategies to maintain and improve quality and health and safety.
* The post holder will also be required to use their judgement in keeping the Quality Management System operational, for example planning Q-Pulse down time for essential maintenance and scheduling of upgrades.
* The Quality Manager, in collaboration with laboratory management, will decide how to implement suggestions and recommendations from staff and clinicians in order to improve the quality of service provided.

The post-holder must use their judgment to decide when and how to raise issues that may prevent the Genetic Service from meeting quality and health and safety standards with senior managers, including managers from elsewhere within NHS Tayside. |
| 11 **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**The post-holder must work to meet demanding professional quality standards set by both national and international organisations. As such, the individual must prioritise their workload and work flexibly to meet these demands. This will involve balancing the requirements of the Service with those from the accreditation bodies such as UKAS.The Quality Manager must be able to balance the requirement of the Genetic Service to comply with quality standards with the obligation to meet contracted reporting times for patient tests. This will require the Quality Manager to work with laboratory staff and managers to identify pragmatic solutions.The Quality Manager will work with managers to ensure that the Genetic Service maintains accreditation status and continues to meet quality and safety standards. On occasion the Quality Manager must be prepared to seek advice from senior managers within NHS Tayside if particular issues are being actively ignored by managers within the Genetic Service.  |
| **12 JOB DESCRIPTION AGREEMENT** A separate job description will need to be signed off by each post holder to whom the job description applies |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** | Quality Manger for the Department of Genetics. |
| **Reference Number** | QM |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

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| **Responsible Manager** | David Baty |
| **Contact No.** | Ext 36271 |
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| **Staff Representative** |  |
| **Contact No.** |  |