**NHS GREATER GLASGOW & CLYDE**

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**
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| **Job Title:** | **Healthcare Science Practitioner Advanced (Quality Management), Band 7** |
| **Responsible to:** | **Head of Laboratory** |
| **Department:** | **Laboratory Genetics** |
| **Directorate:** | **Acute Diagnostics** |
| 1. **JOB PURPOSE**
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| The post holder will work closely with the Quality Manager to:* Establish, implement and maintain the Quality Management System to ensure compliance with International Standards and meet the requirements of the United Kingdom Accreditation Service (UKAS).
* Ensure that appropriate standards are achieved in service quality, health and safety and waste management.
* Guide and encourage the promotion of continuous improvement in service quality within a clinical governance framework.
* Educate, train, instruct and supervise staff in the provision of a quality service and promote a culture of continuous quality improvement.
* Develop audit systems and supply training to auditors in their proper use to achieve factual-based-evidence.
* Review and evaluate internal quality control, internal quality assurance and External Quality Assurance schemes.
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| 1. **ROLE OF DEPARTMENT**
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| The Laboratory Genetics department, which forms part of the West of Scotland Centre for Genomic Medicine provides a comprehensive diagnostic genetic service for the patients of the West of Scotland (population >2.7 million) and specialised testing for particular disorders to the whole of Scotland, the UK and overseas. It is part of the Scottish Strategic Network for Genomic Medicine. Based at the state of the art Laboratory Medicine building at the Queen Elizabeth University Hospital Campus in Glasgow, the Laboratory Genetics department encompasses cytogenetics and molecular diagnostic testing for the specialist diagnosis and/ or monitoring of patients with constitutional (prenatal and postnatal) and acquired (malignancy) genetic abnormalities in hereditary genetic disease, solid tumours as well as adult and childhood leukaemia. The service is funded by National Services Division, NHS Scotland. |

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| The Laboratory Genetics department is the largest of their type in Scotland and they process in excess of 35,000 specimens a year. It collaborates closely with other laboratories in the Laboratory Medicine building including pathology, and with various research groups at the University of Glasgow. The genetic laboratories provide a specialist education and training programme for our healthcare scientists and other healthcare professionals, including continuous professional development, ensuring our workforce is appropriately trained and developed to deliver a high quality diagnostic genetics service. In addition, the genetic laboratories deliver a component of the MSc in Medical Genetics in collaboration with the University of Glasgow. |
| 1. **ORGANISATIONAL POSITION**
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| 1. **SCOPE and RANGE**
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| The post holder will have experience of clinical science, working with and when necessary, deputising for the Quality Manager and with day to day responsibility for a subset of the laboratories quality management workload. The post holder will be responsible to the Head of Laboratory. There are >110 members of staff in the Laboratory Genetics department including Consultant Clinical Scientists (Head of Laboratory and Deputy Head), Principal Clinical Scientists, Principal Healthcare Scientists, Clinical Scientists/Healthcare Scientists Advanced, Healthcare Scientists, Biomedical Scientists, Healthcare Science Practitioner Specialists, Healthcare Science Practitioners, Healthcare Science Associate Practitioners, Healthcare Science Assistants (Higher level) and admin and clerical staff. The Laboratory Genetics department receives specimens from hospitals, health centres and general practitioners from the west coast of Scotland and offers a comprehensive genetic service to these users. It works cooperatively with the genetics, molecular pathology and molecular haematology laboratories in Aberdeen, Dundee and Edinburgh as part of the Scottish Strategic Network for Genomic Medicine and delivers specialised testing for particular disorders to the rest of the UK and overseas. The post holder will work as part of a team to support the genetic service, and may supervise and direct the work of junior staff in doing so. |
| 1. **MAIN TASKS, DUTIES AND RESPONSIBILITIES**
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| The post holder is an experienced individual who deputises for the quality manager in ensuring a consistent and effective Quality Management System is implemented and maintained across Laboratory Genetics. They will supervise and direct the work of junior staff in doing so. In addition the post holder has day to day responsibility for a subset of the laboratory’s quality management workload, appropriate to grade. The duties of the post holder are:**Quality Management*** To ensure compliance with documentation, disseminate quality information and support quality improvement throughout the department.
* Presents quality management reviews, including presentation of Quality Indicators data and implements agreed quality improvements.
* Identifies and recommends quality objectives to the Management Team.
* To specialise in the Q-Pulse software system in use for document control and all other aspect of the Quality Management System, with accountability for its management and control.
* To maintain an effective system for document control.
* To use critical appraisal to evaluate documents, policies, standards and legislation against departmental activities.
* To provide help and advice to the laboratory management team and other staff on quality management matters.
* To maintain records of referral laboratories and review their performance in EQA and their ability to meet their published turnaround times.
* To ensure effective monitoring of all internal and external Quality Assurance / Quality Control materials and schemes taking appropriate remedial action where required.
* To provide data and information for the annual management review (data (trend) analysis of incident recording).
* To investigate non-compliances and ensure effective root cause analysis, corrective and preventative actions are taken.
* To identify areas within the laboratory where there is a potential for quality improvement projects. Provides teaching and training in Quality Management theory and practice for all grades of staff
* To encourage and motivate staff to maintain an environment of quality improvement within the department
* To ensure that Standard Operating Procedures (SOPs) are current.
* To have knowledge and understanding of Risk Assessment including COSHH (Control of Substances Hazardous to Health), and Health and Safety.

Under the supervision of the Quality Manager the post holder will:-* Develop and implement quality initiatives and systems that will support and deliver cost effectiveness and flexibility to meet patients’ needs.
* Construct a program of internal and external audits against defined quality performance measures, ensuring effective follow up actions are taken in compliance with ISO standards.
* Investigate complaints from service users ensuring effective immediate and follow up corrective and preventative actions are taken.
* Monitor the requirements of service users and ensure they are reflected within defined quality performance measures.
* Design and implement user surveys and report responses to the Quality Manager or management team as appropriate.
* Take a role in Risk Management including the reporting and investigation of adverse incidents.
* Deputise for the QM at Directorate Quality and Compliance meetings.

**Clinical, scientific and technical*** To adhere strictly to the departmental policies and Standard Operating Procedures.
* To follow Health and Safety regulations, as outlined in the laboratories protocols and policies.
* To perform and organise their own work in the laboratory.
* To be responsible for the time management of multiple tasks and to respond to the changing requirements of the laboratory by taking on additional tasks and responsibilities as required.
* To maintain an accurate record of all work undertaken using the Laboratory Information Management System.
* To demonstrate and apply a thorough understanding of the scientific principles involved in the delivery of a diagnostic genetics service.
* To perform other duties as deemed appropriate by the head of laboratory.

**Managerial*** To direct and supervise the workload of junior members of staff, for a subset of the laboratory’s workload.
* Participate in laboratory meetings, lectures, seminars and courses to facilitate personal training and development
* To present the results of audit work to colleagues at internal and national meetings.
* To be aware of and follow the current regional and national policies and legislature, along with published best practice guidelines and promote these to others.
* To assist in any other aspects of the laboratory management, including administration, and policy and procedure updating, as directed by the head of laboratory.

**Research and development*** To develop and validate service initiatives designed to improve the efficiency of existing services, in consultation with the head of laboratory and to advise on matters relating to quality when doing so.
* To develop, validate and implement new services, in consultation with the head of laboratory and to advise on matters relating to quality when doing so.
* To take part in research initiatives and investigations at a local and national level, as directed by the head of laboratory.
* To present the results of service development to colleagues at internal and national meetings.
* To participate in the evaluation and validation of changes to standard operating procedures.

**Teaching and training*** To train and supervise clinical/ healthcare scientists and other laboratory staff, as directed by the training officer.
* To train and supervise undergraduates, medical staff, MSc and PhD students, and other visiting healthcare professionals in consultation with the head of laboratory or training officer.
* To report any training issues to the head of laboratory or the training officer.
* To take part in Continuing Professional Development activities to acquire new knowledge and skills for service and personal development.
* To represent the laboratory at local, national and international meetings, as deemed appropriate by the head of laboratory, disseminating information gathered at these meeting back to laboratory colleagues.

**Enabling the employer to meet statutory requirements*** Comply at all times with the departmental and NHS GG&C Health and Safety policies, security policies, departmental operating procedures and disciplinary codes.
* Report/ensure that any defect or occurrence which may affect safety at work is brought to the attention of the Safety Officer.
* Maintain an awareness of the Data protection act, preserving confidential patient information.
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| **7a. EQUIPMENT AND MACHINERY** |
| The post holder will have knowledge of or develop knowledge of the following, so they can advise on matters relating to quality:* The use basic laboratory equipment including pipettes, balances, a spectrophotometer, centrifuges and micro-centrifuges.
* The use biological safety cabinets and fume hoods for the safe handling of human specimens and chemicals.
* The use of automated laboratory equipment and instrumentation.
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| **7b. SYSTEMS** |
| The post holder will use a personal computer:* To update and manage disorder specific laboratory databases, for a subset of genetic disorders.
* To access the laboratories document control system (INVU).
* To access the laboratory’s quality management system (Q-Pulse).
* To participate in departmental audits.
* To search for patient test information using the specialised Laboratory Information Management Systems for simple/complex audit, and to produce standard and non-standard reports as required by the head of laboratory.
* To produce electronic data using MS Office software for the production of documents, tables, charts and spreadsheets.
* To access the intranet and internet including the e-library, for pertinent literature, particularly important for matters relating to quality.
* For Datix incident reporting.
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| The post holder will use: * Photocopier for duplicating documentation.
* Scanners for document archiving.
* Telephone for communication both internally and externally.
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| **8. DECISIONS AND JUDGEMENTS** |
| The post holder must take responsibility for their work, prioritising workload when necessary. Decisions often need to be made which require an understanding of the laboratories policies, procedures and methodologies. These include:* Working autonomously and unsupervised, using experience and discretion when making decisions and judgements related to quality matters. They must know when to inform and involve the Quality Manager, Head of Laboratory and/or Head of Service.
* As an integral part of the job, continually assess all laboratory systems to ensure compliance with International (ISO) standards and legislation.
* Interpret and implement organisational and national policies and procedures, particularly on matters relating to quality some of which can be complex.
* Advise on quality issues as part of the specification, evaluation and validation of relevant new technologies and equipment.
* Interpret highly complex and at times conflicting data e.g. investigation of non-conformances, and decide on corrective and preventative actions.
* Work to resolve problems relating to quality issues, compliance to standards and general good laboratory practice.
* Deciding on and prioritising own workload and the workload of others.
* Deciding whether genetic test data meets internal quality control parameters, and where it doesn’t, ensuring tests are repeated before reports are issued.
* Making decisions regarding problem assays and technical issues, troubleshooting and offering advice and guidance to junior staff where appropriate, in consultation with head of laboratory when necessary.
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| 1. **COMMUNICATIONS AND RELATIONSHIPS**
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| The post-holder will: * Communicate as an effective team member within the Laboratory Genetics department, to ensure optimal use of resources and the delivery of an efficient, high quality service.
* Communicate with a wide variety of staff at all levels to facilitate teaching and training staff in quality management issues and promoting quality improvement initiatives in the laboratory.
* Establish and maintain good communication with colleagues within the other departments comprising the Genetics service (Clinical Genetics) and in the other laboratory disciplines within NHS Greater Glasgow and Clyde, to provide an integrated high quality service.
* Communicate effectively with other healthcare professionals, responding to all enquiries as appropriate (telephone, email or written).
* Receive and respond to service complaints (quality queries) originating from patients, quality managers and healthcare professionals that may be of a sensitive nature that require investigation and evaluation to determine if there has been failure in the quality management system.
* Use tact and diplomacy when investigating incidents and errors that may involve staff (both internal and external to the department) 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.
* Participate in and maintain professional networks of staff locally nationally and internationally to facilitate improvements in the laboratory systems.
* Use tact and diplomacy as well as persuasive, motivational, negotiating and empathic skills if there is resistance to acceptance or barriers to understanding of quality issues that need to be overcome.
* Attend laboratory meeting and discuss laboratory quality issues with colleagues.
* Present laboratory data and findings relating to quality at local, national and international scientific meetings and conferences.
* Present complex information regarding quality issues to all staff at Laboratory meetings, interact with staff and initiate discussion.
* Explain procedures and demonstrate techniques accurately and concisely, to other staff and colleagues for training purposes.
* Liaise with the training officer when training other members of staff.
* Liaise closely with the Quality Manager and senior management, including the head of laboratory, to ensure effective implementation of the Quality Management System throughout Laboratory Genetics.
* Have practical knowledge of Risk Assessments including COSHH (Control of Substances Hazardous to Health) and Health and Safety, and able to discuss with laboratory staff where appropriate.
* Abide by the NHSGG&C policy on patient confidentiality.
* Attend an annual staff review.
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| 1. **PHYSICAL, MENTAL, EMOTIONAL AND ENVIROMENTAL DEMANDS OF THE JOB**
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| **Physical skill*** Keyboard skills are required.

**Physical demands*** A combination of sitting, standing and walking is required.
* Frequent requirement for sitting in a restricted position for extended periods whilst using a computer workstation and specialist software to analyse data, for example when analysing non-conformance data and compiling summary reports.
* Occasional exposure to blood and other body fluids/tissues which could be potentially infectious, whilst performing audit.
* Occasional exposure to hazardous chemicals, whilst performing audit.

**Mental demands*** There is a frequent requirement for prolonged, intense concentration when analysing and interpreting highly complex data and results.
* Organisational skills, especially time management, and the ability to multi-task are very important.
* Receive and manage complaints within departmental policy and procedures.
* There is a requirement to prioritise workload to meet deadlines.
* A laboratory is a busy environment, which makes demands on the concentration.
* Pressure of service delivery and maintenance of standards.

Emotional demands* Dealing with incidents/errors, investigating and responding to complaints from staff, patients and service users.
* Motivates staff and maintains a high standard of quality for the service while dealing with the day-to-day requirements of service delivery.
* Frequent handling of confidential information relating to clinical care of patients, this information may at times be upsetting information that involves patients who are being treated for cancer.
* Ability to cope with challenging situations.

Working conditions* Occasional exposure to unpleasant working conditions, hazardous chemicals and potentially infectious body fluids and specimens, whilst performing audit.
* Required to wear protective clothing whilst in the laboratory which can be in poorly ventilated areas where equipment may cause high working temperatures.
* Extensive use of visual display units.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
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| * Negotiating with and influencing the behaviour of other staff and managers within the organisation to achieve quality goals without having the position of direct authority over them.
* Using tact and diplomacy when working with individuals who do not share a similar perspective to quality management issues.
* Maintaining a professional attitude, including a degree of empathy, towards service users when resolving contentious issues.
* Working autonomously, using initiative and innovation to progress the programme of work.
* Delivering objectives within agreed deadlines.
* Working across multi-disciplinary service and professional boundaries in a dynamic, fast changing and complex environment.
* Responding to continuing programme of review by external agencies and bodies.
* Manage own time ensuring work is prioritised, both short term (daily) and long term, often with several ongoing major components.
* Persuade staff, who are already very busy, to accept additional workload and/or new systems to improve the Quality Management System.
* Negotiating with and influencing the behaviour of other staff and managers within the organisation to achieve quality objectives.
* Persuading staff to accept ownership of processes involved in quality management.
* Persuading staff to provide information that they may see as a threat.
* Gain acceptance of new standards from established staff.
* Working to very demanding Professional Standard Guidelines. These cover both the necessary quality of the work undertaken and also the acceptable turn-around times.
* Must have the ability to concentrate for long periods of time whilst analysing and interpreting complex diagnostic data and results.
* Must be able to multi-task and deal with the unpredictable and often stressful nature of the work carried out by the laboratory including urgent prenatal diagnosis referrals.
* The acquisition and maintenance of knowledge with regards to laboratory procedures and professional guidelines, which must be constantly refreshed as practice and guidelines change.
* Participation in continuous personal development where there are time constraints due to service commitments.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
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| * First or Second Class Honours degree.
* Post-graduate to Masters degree level, or equivalent.
* Registration with the Health and Care Professions Council, or equivalent, is desirable.
* A Quality Management qualification such as the IBMS Diploma in Quality Management or ISO 15189:2012 assessor training is desirable.
* High level of understanding of UKAS Accreditation and ISO Standards.
* At least 2 years experience with quality management systems.
* At least 2 years experience with audit.
* Experience of dealing with external assessment bodies.
* Considerable experience in complex data analysis.
* Knowledge and experience of adhering to good laboratory practice.
* Experience in a diagnostic laboratory is desirable.
* Experience of genetics diagnostic techniques and equipment is desirable.
* Knowledge of clinical governance is desirable.
* Ability to work as a team member.
* Enthusiastic, motivated and capable of prolonged concentration and attention to detail.
* Computer literate, with competence in MS Office software for the production of documents, tables, charts and spreadsheets.
* Demonstrate good planning, organisational and interpersonal skills.
* Demonstrate continuous professional development
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| **13. JOB DESCRIPTION AGREEMENT** |  |
|  **Job Holder’s Signature:** **Head of Laboratory Signature:**  | **Date:****Date:**  |