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**Directorate of Laboratory Medicine**

**Department of Medical Microbiology and Infection Control**

**JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **Professional BMS Manager- Quality & Training**  Responsible to : Head of Department through the Service Manager in Microbiology & Infection Control  Department(s): Department of Medical Microbiology and Infection Control  Directorate: Directorate of Women & Children and Clinical Support  Operating Division: Acute  Job Reference:  No of Job Holders: 1  Last Update (insert date): 28 May 2024 |
| 2. JOB PURPOSE |
| * Practicing lead Specialist Biomedical Scientist performing a broad range of specialist and routine Microbiological analyses to facilitate the diagnosis and treatment of infections, infestations and disease processes over a 24 hours a day 365 days a year service. Providing expert specialist advice to departmental staff, clinicians and other healthcare staff (10%). * To assist the Service Manager in the efficient and effective management of the clinical technical services (Microbiology & Infection Control) provided by the Department of Medical Microbiology & Infection Control, with particular responsibility for the management of quality standards and staff training and development. * The post holder will play a lead role within the clinical technical services and will be expected to propose policy and service developments and assist in the implementation of such developments. * Duties specific to this post:- * Responsible for the training, assessment, competence and development of staff for the clinical two services. (40%) * Responsible for the management of the quality assurance systems critical in maintaining the standard and quality of the work for the clinical technical services. (30%) * Responsible for the management of the Department’s Clinical Risk system for the clinical technical services. (20%) |
| **3. DIMENSIONS** |
| The Directorate of Laboratory Medicine employs approximately 170 staff and has an annual revenue budget of approximately £11 million. The service currently provides laboratory diagnostic services for   * Clinical Biochemistry and Haematology * Cytopathology and Histopathology * Microbiology & Infection Control   The Department of Medical Microbiology & Infection Control has an annual workload of approximately 250,000 specimens, with an average 6% year-on-year increase in workload and has 42 staff across the clinical technical services.  The disciplines are organised into distinct services/sections, all of which perform diagnostic work by analysis of a diverse range of patient and environmental samples.  All services/sections use a variety of routine and specialist microbiological, serological and molecular methods and techniques both automated and manual for specimen investigation and analysis  Senior Specialist Biomedical Scientists perform a broad range of specialist and routine clinical technical activities and are responsible for managing and co-ordinating the day-to-day running of the technical activities of a service/section reporting to the Biomedical Scientist Manager for day-to-day operational issues and to the Quality/Training Manager for all quality and training issues.  The post holder is responsible for managing the training, assessment, delivery and development of all Biomedical and Clinical Support Staff to meet the legal requirements of the Health & Care Professions Council (HCPC), the professional requirements of the Institute of Biomedical Scientists (IBMS) and the regulatory requirements of ISO 15189 (Medical Laboratories-requirements for quality and competence as assessed by the United Kingdom Accreditation Service (UKAS).  The post holder is responsible for managing the quality assurance systems to meet the regulatory requirements critical in maintaining the standard and quality of the work for the clinical technical services.  To manage the Department’s Clinical Risk system to comply with the Clinical Governance for the two clinical technical services.  The department’s quality management system is regulated by the UKAS and the department holds accreditation for an appropriate scope of services for Microbiology & Infection Control. Maintaining a quality management system to this level involves a high degree of governance specifically documentation and document control.  The key overarching objective of this role is that the department continually improves the delivery of a high quality service in meeting both regulatory and accreditation requirements. |
| 4. ORGANISATIONAL POSITION |
| (see current department chart) |
| 5. ROLE OF DEPARTMENT |
| The department’s team provides a high quality routine and specialist diagnostic service to improve the health care of the population of Fife, taking into consideration the needs and requirements of users and the NHS Fife strategic framework  The department’s health care role is to provide a quality, efficient and effective routine and specialist diagnostic area service for hospital and community clinicians and support staff, General Practioners, Public Health Medicine Consultants and support staff, Fife Council Environmental Health Officers and Occupational Health Services.  The department provides a range of routine and specialist services as follows:   * Routine services: - Bacteriology, Parasitology, Mycology isolation and Infection Control. Enteric virus detection, Enteric bacterial toxin detection, diagnostic microscopy for the Department of Genito-Urinary Medicine (GUM) and Mycology Identification and anti fungal testing. * Specialist services: - Andrology (Semen analysis fertility and post vasectomy) (not accredited), Viral serology, Molecular investigations   These services are consultant led providing advisory and interpretative service to assist clinicians in patient management, diagnosis and treatment.  The Department is led by the Head of Department who is accountable for the delivery of the clinical services Microbiology & Infection Control. The Head of Department is supported by a single Service Manager (Head Biomedical Scientist). |
| 6. KEY RESULT AREAS |
| Professional:  1. Maintain Registration with HCPC as a Biomedical Scientist. 2. Act in a way that promotes patient care and maintains the integrity of the department in line with the HCPC code of conduct, delivering a high quality service in meeting both regulatory and accreditation requirements. 3. Comply with Data Protection Act and maintain confidentiality of staff, patients and NHS Fife business. 4. Carry out responsibilities with due regard to the Organisation’s Equal Opportunities policy, ensuring that staff receive equal treatment throughout their employment. 5. Responsible for ensuring a high standard of patient care is provided by enabling staff to work as part of a team and independently. 6. Acts as signatory for the chain of evidence link in medico-legal investigations. 7. Perform financial and physical resources duties in line with the Organisation’s financial standing instructions. 8. Ensures compliance across department with UKAS ISO 15189   **Leadership:**   1. To support the Clinical Technical Service Manager in leading the Biomedical and Clinical Support staff as a team, ensuring that the team works effectively and efficiently with clear areas of responsibility. 2. Ensure that Biomedical and Clinical support staff work in a climate where their contribution is valued, developing roles across boundaries and working collaboratively in teams. 3. To assist the Clinical Technical Service Manager in promoting Partnership working within the Directorate.   **Policy & Service Development:**   1. As a member of the Department’s Laboratory committee propose policy and service development for the clinical technical services in line with directorate, NHS Fife and national policies. 2. As a member of the Department’s Laboratory committee promote and support the implementation of policies and procedures for the clinical technical services in accordance with Departmental, Directorate and Organisational requirements.   **Human Resource/Line Management:**   1. As line manager perform all the human resource functions for staff (exception of Medical and Clinical Scientists) for the clinical technical services to include:    * recruitment    * career development    * performance    * discipline    * work evaluation 2. Assist the Service Manager in developing human resource procedures in line with Organisational Policy that also meets the requirements of regulatory and accreditation standards. 3. Deputises for the Service Manager. 4. Provides cross cover for the Biomedical Scientist Managers. |

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| 1. Support Senior Specialist Biomedical Scientists to manage the rotation of staff in the department to meet the training needs for the organisation, directorate, department and individual. 2. Motivates staff to maintain Standards of Proficiency and quality of work. 3. Responsible for cascading relevant information to Senior Specialist Biomedical Scientists.   **Quality Management and Quality Control:**   1. As Quality Manager responsible for managing the quality assurance systems to meet the accreditation (UKAS) requirements for the clinical technical services, which includes responsibility for the following functions:    * Implementing and maintaining the quality systems including administration of QPulse    * Designing, implementing and maintaining monitoring and reviewing Proficiency Schemes and processes    * Designing, implementing and maintaining monitoring and reviewing the Internal audit programme    * Ensuring that any policy non-compliances are investigated and any identified corrective and preventative actions, root cause analysis, and impact assessment resulting from the non-compliance are managed and implemented    * Maintaining the Department’s Quality Control Manuals, procedures and records relating to quality    * Collating, analysing, completing reports and disseminating of quality data    * Reporting to the management Team at fortnightly meetings on all Quality Processes 2. Direct and manage Audit Officer (Senior Specialist Biomedical Scientist with specific duties and responsibilities for quality). 3. Responsible for chairing Quality meetings. 4. Responsible for providing guidance and advice for issues relating to quality. 5. Take a lead and participate in the review and creation of procedures for the clinical technical services within the Department. 6. Ensuring coordination and promotion of awareness of Users’ needs and requirements throughout the department.   **Clinical Governance:**   1. Responsible for the managing the Organisations Risk Management processes within the department at all stages of the patient pathway, pre-analytical, analytical and post-analytical. 2. Responsible for the design, development, maintenance and analysis of departmental Risk system. 3. Responsible for reporting all departmental incidents to the Department’s Laboratory committee ensuring that the Head of Department and Service Manager are aware of all relevant departmental incidents. 4. Ensure staff are aware of the clinical implications of the service they provide including participation in all stages of Noncompliance recording investigation and resolution 5. Responsible for the organisation and implementation of internal audit activities as required by the relevant statutory accreditation, clinical governance, risk management and quality audit policies and procedures. 6. Co-ordinate and manage the investigations of all incidents and service complaints and ensure the identification, validity and implementation of any corrective and preventative actions.     **Education, Development and Training:**   1. Responsible as Training Manager in liaison with the Service Manager to ensure the development of a training policy and accompanying training manual for all Biomedical Scientific and Clinical support staff in all of the clinical services to meet the requirements of the relevant professional (IBMS) and registration (HCPC) bodies, which includes the following functions:    * Responsible for identifying staff training needs to fulfil organisational, directorate, departmental and personal needs through PDP.    * Ensures delivery of training to fulfil training needs    * Ensures appropriate measures are in place for evidence based assessment    * Audit laboratory-based competence assessments    * Responsible for implementing and delivering a comprehensive orientation and induction programme for all staff. 2. Maintains the Department’s Training Manual, procedures and records relating to training. 3. Manage designated BMS staff performing Training Officer duties for the Department. 4. Responsible for delivering the training strategy and programme for pre-registration training and assessment in all of the two clinical services in accordance with guidelines from the relevant professional and registration bodies. 5. Authorised signatory for signing off the IBMS Professional Certificate of Competence Training Portfolio subject to external peer assessment to attain HCPC Registration of trainee members of staff. 6. Responsible for coordinating and collation of staff training, ensuring that training resources are used effectively and equitably 7. Be the lead in delivering information and/ or training to all visitors and staff groups visiting the laboratory. 8. Deliver formal presentations to other professional groups out with the laboratory to fulfil other educational programmes e.g. NES 9. Responsible for the compilation of an annual training report required for regulatory and accreditation bodies. 10. Provides guidance and advice and is the focus for all issues relating to training. 11. Maintains own CPD portfolio evidence for retention of HCPC registration.  Technical/Diagnostic:  1. As a lead Specialist Biomedical Scientist performs a broad range of specialist and routine Microbiological investigations and analyses to facilitate the diagnosis and treatment of infections, infestations and disease, at weekends and as a member of a team providing 365 days a year and 24 hours per day services to our users. 2. Reports, validates and authorises clinical non significant and significant results in line with Departmental operational procedures. 3. Problem solves any instances or events referred by Senior Specialist Biomedical Scientists, which may cause an issue to service delivery and report remedial actions and unresolved events which may potential result in service delivery failures to Head of department and Service Manager. 4. To provide expert specialist advice to departmental staff, clinicians and other healthcare staff when required. 5. Act as results collator and liaises with the infection control team and outbreak team on any incidents of outbreaks in accordance with Department’s Outbreak Plan.   **Research and Development:**   1. Provide specialist knowledge to help support and promote research and or audit undertaken by scientific, nursing and medical staff within and out with the department. 2. Co-ordinate development of new technology, equipment and analytical procedures within the department. 3. As Department’s Quality& Training Manager attends the multi disciplinary Quality Group. 4. Initiate, co-ordinate and or perform clinical audit. 5. Keeps up to date in scientific, technical and theoretical developments in laboratory medicine.   **Budgetary/Financial/ Physical Resources Management:**   1. Exercises personal duty of care in relation to the equipment and resources used in course of work. 2. Ensures the continuity of the service is maintained by managing the efficient and effective use of expensive consumable materials. 3. Responsible for, evaluation, review and selection and procurement reporting on cost benefit analysis of consumables to be used within the clinical technical services, with the discretion to select suppliers taking into account cost, quality and reliability to achieve best economic value. 4. Responsible for first line evaluation, review and selection and procurement of all analysers and equipment used within all two clinical technical services, including discussion and negotiation with manufacturers and off site evaluation visits where appropriate.   **Information Resources:**   1. Managing QPulse and perform administrative duties 2. To use the laboratory information management system (LIMS) according to authorised protocols, ensuring the integrity of results and interpretive clinical and technical comments entered and the retrieval of required patient data. 3. To use the LIMS to enable monitoring and auditing of outstanding work and random reports. 4. In conjunction with other senior staff members facilitate the implementation and development of updated software systems for the laboratory information management system (LIMS) for optimum functionality and use, to ensure the integrity of results and interpretive clinical and technical comment entered and the retrieval of patient data as required. 5. To use proprietary software packages such as Microsoft Office including Outlook Excel, Powerpoint, Publisher Visio & Teams 6. Use the organisational DATIX Risk Management software package for the recording, retrieval and analysis of data as required. 7. Participating in Managed Service Contract evaluation of Service and review   **Health and Safety:**   1. Assist the Service manager in implementing and maintaining the health and safety management system in two clinical technical services within the department to control the implementation of the organisational policy. 2. Implement Statutory Regulations and Agreements ensure staff carry out their duties in accordance with the Health and Safety at Work Act 1974. 3. Co-ordinate and manage the reporting of incidents, accidents and defects according to the Organisations Incident Management System 4. Safely disposes of all waste (including clinical waste) in accordance with the Organisation’s Waste Management operational policy. 5. Work in a safe manner which controls the exposure of hazardous or infectious materials, thus limiting cross contamination of the work environment |
| 7a. EQUIPMENT AND MACHINERY |
| 1. Assists the Service Manager in the validation of new equipment prior to introduction into service. 2. Ensures that all equipment is fit for purpose meeting all requirements in respect of ISO15189before introduction into routine use in the laboratory. 3. Responsible for auditing all relevant maintenance and quality control procedures to ensure fit for purpose. 4. Provide problem solving and trouble shooting skills for all standard laboratory equipment and specialised automated analysers to ensure the optimum performance and minimum disruption to the services provided by the department in the event of equipment faults or failure of quality control procedures. |
| **7b. SYSTEMS** |
| Trained in use of:   * Proprietary software packages such as Microsoft Office; Outlook, Excel, Powerpoint Publisher Viso & Teams * PECOS – web based supplies ordering system * Q-PULSE – quality management information system * Laboratory Information System (LabCentre) * Datix – Risk management system |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| Strategic Planning (20%) **Self assigned**  Work is self assigned and prioritised in response to relevant professional (IBMS), registration (HCPC) regulatory and accreditation bodies policies. E.g. New Requirements for Retention on the HCPC Register.  The post holder is responsible in conjunction with the Service Manager for interpreting these polices and identifying the impact on the Department. As a result action plans and objectives are agreed by Service Manager and the post holder plays a lead managerial and/or clinical, technical specialist role and will in conjunction with the Service Manager develop strategies and propose and initiate the required actions.  **Assigned by Service Manager and Head of Department.**  Work is assigned by the Service Manager and Head of Department in response to Professional, Health and Safety Executive, General Health, Organisational or Broad occupational policies. E.g. Sign Guidelines The post holder is required to interpret these polices and identify the impact on the Department. As a result action plans and objectives are agreed by Service Manager and Head of Department and the post holder plays a lead managerial and/or clinical, technical specialist role and will in conjunction with the Service Manager and Head of Department to develop strategies and propose and initiate the required actions.Operational and Line Management Functions (80%) A significant portion of the workload relates to dealing with operational problems that occur in an unplanned manner. These may impact on the services delivered by the Department. Such operational issues will usually have been referred upwards through the line management structure to the post holder to be resolved. Where necessary the post holder will involve the Service Manager and Head of Department and/or the Departments’ Management Teams and Committees in identifying a resolution to the issue. |

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| Operational problems may also be referred to the post holder by users of the service and these will be resolved in a similar way.  These issues are frequently complex and usually involve some or all of the following issues;   * Technical/analytical problems * Quality Non conformances, failures e.g. unacceptable performance of a test, external complaints regarding results * Services provided by external bodies e.g. suppliers, referral laboratories * Staffing resource * Staff performance   Where operational problems have an immediate impact on service quality response and action must be urgent. requiring changing priorities i.e. interrupting planned activities to undertake urgent tasks thereafter resuming planned activities when urgent tasks are completed. Reprioritisation and reorganisation of planned tasks takes place throughout a day and is continually disruptive to concentration and work output. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| Through interpretation of Professional, Health and Safety Executive, General Health, Organisational or Broad occupational policies, participate in formulating strategies and action plans to deliver the future needs of the two services delivered by the Department.  Resolve operational problems, these issues are frequently complex and may impact on the twoservices delivered by the Department and usually involve some or all of the following issues;   * Technical/analytical problems * Quality irregularities e.g. unacceptable performance of a test , external complaints regarding results * Services provided by external bodies e.g. suppliers, referral laboratories * Staffing resource * Staff performance   Interprets routine and specialist laboratory test results, adding technical and clinical relevant comments.  Reports the results of routine and specialist laboratory tests.  Reports, validates and authorises clinical non significant and significant results in line with Departmental operational procedures.  Lead Specialist Biomedical Scientists are required to use knowledge, skills and initiative to make decisions, resolve problems and act independently with appropriate occupational guidelines and know when and who to contact when the problem is beyond his/her scope and knowledge.  Through experience and knowledge of professional standards and laboratory procedures can decide when it is appropriate to refer clinical urgent/significant, abnormal results or difficult issues to Consultant staff.  Provides expert specialist advice to departmental staff, clinicians and other healthcare staff when required. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Establishing effective time management across the three areas of the post, Lead Specialist, Quality Manager and Training Manager to balance the competing demands and effectively priorities them.  Where operational problems have an immediate impact on service quality response and action must be urgent. requiring changing priorities. Reprioritisation and reorganisation of planned tasks takes place throughout a day and is continually disruptive to concentration and work output  Ensuring that staff are staff motivated to play an effective part in the provision and development of the two clinical services. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| Communications The post holder is expected to communicate effectively, formally and informally with a broad range of individuals both internally and externally.   |  |  | | --- | --- | | **Internal** | **External** | | Senior Clinicians  Junior Medical Staff  Nursing staff  Other Healthcare staff  (in cross departmental communications)  Directorate Staff  Professional Colleagues  Professional Advisors | General Practitioners  GP Practice Manager  Medical Practice Receptionists  Patients  Suppliers  Contractors  Independent Advisors  Accreditation and Regulatory Bodies  IBMS  HCPC  Higher Education Institutes  Education Providers | | |
| Communication can be formal and informal, written or verbal and can be to groups or individuals, e.g. example giving a formal presentation, chairing monthly quality control meetings or delivering an individual PDP.  Provides explanation of laboratory information varying from routine to highly complex, to senior laboratory staff, clinicians and other users.  Receives information from senior laboratory staff, clinicians and other users varying from routine to highly complex requiring interpretation, analysis and further action.  Interacts with service users in highly stressed situations e.g. where skills for influencing clinicians about appropriate tests to use will be utilised.  The post holder will have to use tact and diplomacy to communicate complicated information of a sensitive or emotive nature e.g. dealing with users complaints.  The post holder will have to overcome barriers to understanding in that they will be expected to effectively communicate technical/clinical information to a broad range of individuals with a variety of backgrounds and experience, e.g. educating and awareness sessions with nursing staff on the quality of specimens submitted and their effect on test results.  The post holder must be able to communicate at a professional level under all circumstances even in emotive or hostile/antagonistic atmosphere such as communicating unpopular policy.  When dealing with individual staff problems the post holder will have the ability to re-assure and counsel staff with empathy and tact.  Liaises with Biomedical Scientists at all levels throughout Scotland to maintain and to assist with problem solving.  Responsible for cascading and dissemination of information to Biomedical and support workers in all services within the department. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Demands and Skills**   * There is a frequent requirement for sitting in a restricted position for long periods of the day at the PC - Q pulse, Datix, PECOS, producing reports * Highly developed physical skills of hand eye co-ordination and accuracy are required for microscopy work, pipetting and use of highly specialised equipment.   **Mental**: For prolonged periods concentration and attention to detail are required when performing the technical and diagnostic duties. Maintaining a service in the presence of possible adverse events including equipment failure. The post holder is interrupted to respond to operational problems which require immediate attention, or by telephone calls and personnel. It is often difficult regaining complete concentration in the midst of all this. The Post holder must have the ability to multi task, retaining a variety of skills and knowledge to cope with the diversity of tasks required.  **Emotional Demands**   * Pressure of maintaining standard of staff performance * Occasionally having to deal with staff with severely challenging behaviour. * Disciplining of staff * Occasionally acting as “social worker” for staff * Dealing with staff complaints/grievances and imparting unwelcome news to staff * Dealing with complaints from the public and service users - investigating and putting action plan into force to remedy if necessary   **Working Conditions**: The working environment in microbiology exposes the individual to many unpleasant agents and conditions on a daily basis   1. Due to the nature and age of the building there are extremes of temperature to deal with and leaking windows and roof 2. Frequent controlled exposure to bio hazardous material such as, blood, faeces, urine, tissues and other bodily fluids. 3. Frequent controlled exposure to Hazard Group 2 pathogens, for example, MRSA, blood borne viruses (HIV, Hepatitis) etc. 4. Occasional controlled exposure to Hazard Group 3 pathogens, for example, TB, E coli, O157 and *Neisseria meningitidis*. 5. Continual controlled exposure to harmful chemicals and substances recorded under COSHH regulations. 6. The working environment is regularly saturated with highly unpleasant odours. 7. Staff members are required to regularly use personal protective equipment, for example, lab coats must be worn at all times, protective gloves and safety glasses to be worn regularly. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| **The post holder must:**   * Hold a BSc Hons in a biomedical Science or equivalent. * Hold current registration with HCPC as a Biomedical Scientist. * Hold a Masters degree in Biomedical Science or Fellowship of the IBMS or equivalent. * Ideally holds an IBMS recognised quality management qualification e.g. Certificate of Extended Practise in Quality Management or equivalent. * Ideally holds an IBMS recognised training qualification e.g. Certificate of Extended Practice in Training or equivalent. * Have had extensive post registration specialist experience with formal evidence of specialist training in a wide range of discipline (Medical Microbiology and/ or Virology specific topics e.g. IBMS Higher Specialist Diploma or equivalent.) * Demonstrates evidence of continuing professional development e.g. IBMS CPD portfolio. * Must have proven experience in delivering training by formal presentation. * Must have proven personnel management skills, including leading motivating and managing people/teams. * Must have the skills and ability to promote quality within the clinical services. * Must be familiar with standards set by UKAS regulations as set out in EN ISO/IEC 17025 & 15189. * Ability to multi task essential. * Ability to work within a multidisciplinary team. * Good organisational skills, ability to work on own and manage time effectively is essential. * Good interpersonal skills is essential * Good verbal and presentation skills is essential * Good written communication skills is essential   A level of English Language competency and communication skills is necessary to perform this role safely and effectively. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

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