#### Form JE 5



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| 1. JOB IDENTIFICATION |
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| Job Title: Associate Service ManagerResponsible to: Clinical Laboratory ManagerDepartment(s): Diagnostics LaboratoriesDirectorate: DiagnosticsOperating Division: AccessJob Reference: **SC06-2408(Rev24)**No of Job Holders:4 |

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| 2. JOB PURPOSE |
| The post holder will have operational oversight and autonomy within a large section or several of the subsections within the department. They are the lead specialist in their area, responsible for providing expert advice and support to service users. They provide professional management leadership for Biomedical Scientists and Medical Laboratory Assistants over a wide range of specialised diagnostic techniques required to deliver a fit for purpose clinical laboratory service. The post holder will liaise closely with the Clinical Laboratory Manager and Clinical Leads, providing timely and accurate information concerning all aspects of service provision within their area. This remit includes ensuring; the technical and scientific robustness of analytical equipment and techniques, system trouble shooting and maintenance of turnaround times, the continued competency of staff to undertake complex analyses, interpreting laboratory results and providing appropriate advice, the maintenance and review of internal and external quality assurance and compliance with national quality standards e.g. UKAS, the efficient use of financial, material and human resources and ensuring there are adequate numbers of motivated and trained staff to maintain a 24hr service requiring the monitoring of work practices . The post holder may be required to undertake these managerial responsibilities in any section of the department in the absence of colleagues and will be expected to cover for more senior staff in their absence. |
| **3. DIMENSIONS** |
| **Scope and Range of the Post:*** Manage compliance with good laboratory practice in accordance with the standards of United Kingdom Accreditation Society (UKAS), ISO 15189:2022 and those of the MHRA.
* Manage the efficient use staff resources within the section and take corrective action in consultation with the Clinical Laboratory Manager.
* Ensure that all results are reported within the agreed turnaround time and report to the Clinical Laboratory Manager any non-compliance together with the remedial action taken when non-compliance occurs.
* Assess and monitor the day-to-day operational performance of Medical Laboratory Assistants, Trainees, Biomedical Scientists and other visiting students in the procedures for which the post holder is responsible and notify the Clinical Laboratory Manager of non-compliances.
* Be responsible for the maintenance of adequate stocks of reagents and consumables. Deputise as signatory for orders in the absence of the Clinical Laboratory Manager.
* Take timely and effective decisions in response to changing circumstances and in consultation with the Clinical Laboratory Manager or Clinical Leads to maintain service provision, e.g., equipment failure, staffing shortages or medical emergencies.
* Take corrective action in the event of a service delivery failure and ensure that the Clinical Laboratory Manager and/or Clinical Leads are made aware of these circumstances.
* Adhere to policies and procedures relevant to all areas of work in accordance with Department, Directorate, Hospital and regulatory requirements.
* Support the Clinical Laboratory Manager in decision making and policy implementation.
* Comply with, update and amend policies as required:
* All Standard Operating Procedures
* Quality Management policies
* External Quality Assessment and internal Quality Control procedures
* Health & Safety and Risk Management procedures
* Patient confidentiality policies and current data protection legislation
* Adherence to NHS Tayside policies and current data protection legislation
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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| NHS Tayside Diagnostics Laboratories provide a comprehensive analytical, interpretative and clinical advisory service to primary and secondary care across NHS Tayside, North Fife and South Grampian. The department also collaborates in a range of research and development and clinical audit projects within Tayside, nationally and in association with third sector organisations and diagnostic companies. There is a considerable commitment to teaching across a diverse range of students, healthcare professionals and professional institutes.The Department is accredited to ISO 15189 standards, accredited separately as Blood Sciences and Microbiology. NHS Tayside Blood Sciences department is a United Kingdom Accreditation Service (UKAS) accredited medical laboratory No. 8681; and Microbiology No. 8610.The annual workload of the Department is in excess of 7 million tests, with workload rising by approximately 3-5% per annum, with a continually expanding repertoire. The total annual budget is over £20 million comprising of approximately £12 million staffing and £9 million reagents, consumables, equipment and services. The Department operates its services 24 hours per day, 365 days per year. Blood Sciences comprises of the following departments: Biochemistry, Haematology, Immunology, Bowel Screening, Point of Care Testing and Phlebotomy. The Blood Sciences laboratories receive over 10000 samples per day with a workforce of over 140 members of staff.Blood Sciences provides a 24/7 high quality, analytical, interpretive, and advisory diagnostic service, across two sites, with the main laboratory facility being at Ninewells Hospital in Dundee and a multi-disciplinary laboratory at Perth Royal Infirmary (PRI). The department is also a specialist referral centre for a range of tests, hosts the Scottish Bowel Screening Service, and provides Clinical Consultancy for Immunology across number of Scottish Health Boards.The multidisciplinary laboratory at PRI includes Biochemistry, Haematology and Blood Transfusion, which is regulated by the Medicines and Health Regulatory Agency (MHRA).Microbiology comprises of Bacteriology and Virology in Ninewells Hospital, including a multi-disciplinary Molecular Microbiology Diagnostics suite, providing a comprehensive analytical, interpretative and clinical advisory service. The Microbiology laboratories receive over 250,000 specimens per annum and employ over 100 staff. The Department acts as a source of expertise on control and management of infection, sterilisation and decontamination, antibiotic use and health and safety**.** Microbiology also provides a logistics service for the transportation of samples, pharmacy vaccines and chemotherapy drug deliveries across Tayside.The development and delivery of molecular assays for a number of microbial targets provides opportunities for rapid diagnosis in clinically relevant timeframes and permits detection of existing, new and emerging organisms of Public Health importance. These molecular assays are a new and expanding part of the Microbiology service provision. |
| 6. KEY RESULT AREAS |
| **Professional and Scientific*** Undertake method, reagent and analyser evaluation and implementation, including point of care analysers, as directed by the Clinical Laboratory Manager and/or Clinical Leads.
* Assist the Clinical Laboratory Manager in the development of service, reagent and instrument specifications and assist with the evaluation of equipment tender responses.
* Organise and co-ordinate the implementation of new equipment and techniques.
* Provide technical support for research and development projects as directed by the Clinical Laboratory Manager and/or Clinical Leads.
* Keep up to date with changes in laboratory practice, scientific and technical developments.
* Organise and actively participate in section and department reviews and meetings.
* Work and behave in accordance with the Health and Care Professions Council Codes of Conduct, Standards and Ethics. Ensure that the team within the section also conduct themselves in accordance with these codes.
* Practice to the Health and Care Professions Council Standards of Proficiency, which are continually assessed and formally reviewed annually at a personal and development review. Key elements of this process will be to establish evidence of continuing professional development and competence to practice as a Biomedical Scientist and contribution to the corporate objectives of the laboratory and Tayside.
* Participate in the Department out of hours rota working alone.

**Technical**The post holder will provide direction and advice to Senior BMS’s, BMS’s, Trainees and Medical Laboratory Assistants to ensure that policy and procedural compliance is maintained in respect of the following:* The safe handling, use and disposal of biological samples such as blood and urine and hazardous chemicals on a daily basis.
* That the wide range of instrument maintenance schedules are followed, documented, reviewed and that downtime and persistent problems are managed and regularly reported to the Clinical Laboratory Manager and commercial supplier.
* That appropriate troubleshooting procedures are followed, and co-ordinate engineer on-site visits.
* That all instruments and procedures are adequately controlled and appropriately calibrated.
* The technical validation of results produced in laboratory investigations is carried out according to departmental procedure. The postholder is responsible for the continued assessment of state registered practitioners’ competency to perform this duty.
* Be responsible for the ordering, monitoring and delivery of reagents and consumables in the sub-section.
* The post holder will perform all of the techniques within their section when required.
* The post holder is the lead specialist for their operational section and provides technical and scientific advice to Biomedical Scientists, Clinical Scientists and other healthcare workers within Tayside, regionally and nationally.

**Clinical*** Ensure the appropriate interpretation of laboratory results and take appropriate actions in line with laboratory policies and procedures, e.g., analysis of results with regard to normal parameters and taking remedial action in the case of abnormal or equivocal results. This may require repeat or additional testing.
* Perform microscope based interpretive blood film review, authorise reports and make decisions concerning referral for clinical opinion.
* Ensure compliance with the policies and procedures for the addition of technical and approved pre-defined clinically relevant comments, referral of results for clinical interpretation or opinion and informing of the requestor of clinically significant and/or urgent results are complied with.
* Review Biomedical data in the light of the patient’s condition in order to authorise the release of these results into electronic patient notes or order relevant follow-up procedures. (20% of time)
* Provide expert opinion and advice to other healthcare professionals.

**Quality*** Be responsible for the initial management and investigation of incidents, reporting these to the Quality Manager and the Clinical Laboratory Manager.
* Ensure that all equipment downtime and problem logs are regularly reviewed and reported to the Clinical Laboratory Manager.
* Ensure that the section complies with the current retention of pathological samples and records guidelines.
* Ensure that internal and external quality control and assurance is performed, monitored, reviewed and performance reported to the Quality Manager and Clinical Laboratory Manager.
* Ensure that all standard operating procedures within the section are up to date, regularly reviewed and document controlled.
* Conduct regular audits of procedures, record all non-conformances, take corrective actions, record the audit and report to Quality Manager and Clinical Laboratory Manager

 **Personnel*** Responsible for the administration of the recruitment and selection process involving the selection, shortlisting and interviewing of Biomedical Scientists, trainee Biomedical Scientists and Medical Laboratory Assistant candidates.
* Ensure that all staff receive appropriate induction.
* Organise and maintain department staff rotas ensuring adequate staff resource in each section at all times. Where insufficient staff are available, to negotiate with colleagues the most advantageous distribution of staff to ensure a safe service.
* Ensure that all Biomedical Scientists and Medical Laboratory Assistants are trained to fulfil the responsibilities of their post.
* Manage attendance, sickness absence and return to work interviews and monitor working patterns as directed by the Clinical Laboratory Manager.
* Handle the initial stages of complaints from staff.
* Regularly update scientific and technical skills to enable participation in the Core automated section working as required.
* Deputise, when required, for the Clinical Laboratory Manager at appropriate meetings and in projects.
* Provide technical and supervisory cover, as required, for the BMS colleagues.

**Training, Education and Development**.* In conjunction with the Training Officer, ensure full compliance with all statutory responsibilities for staff training, education and continuing professional development.
* Organise, participate and monitor the training plan for the section in conjunction with the Training Officer.
* Develop and deliver in house training and tutorial support to biomedical scientists, trainees, medical laboratory assistants, medical students, specialist registrars and visitor external organisations.
* Regularly review training logbooks and personal portfolios to ensure they are kept up to date and signed off on a regular basis as competence and proficiency is achieved.
* Participate in Personal Development Review and conduct PDR interviews with Medical Laboratory Assistants, Trainee Biomedical Scientists and Biomedical Scientists. Liaise with the senior laboratory staff in the appraisal process and contribute to the provision of suitable objectives for staff.
* Undertake and establish evidence of continuing professional development and proficiency in order to maintain mandatory HCPC registration which will be formally reviewed at Personal Development Review meetings.
* Undertake regular update training in the Core Automated section to maintain skills for out of hours working.

**Health and Safety*** Comply with and ensure compliance within the section to National, Tayside and department Health and Safety policies, procedures, rules and regulations, for example, the Trust and department Health and Safety policies, Control of Substances Hazardous to Health, Risk Assessment, and Manual Handling.
* Review and update section COSHH, manual handling and risk assessments and report to the Clinical Laboratory Manager and Health and Safety Officer.
* Be competent in the safe handling of spillages of biohazardous material and broken sample containers.
* Maintain a safe working environment for all members of staff and visitors.
* Be fully aware of the dangerous pathogen’s advisory groups classification of pathogens, the rules and regulations for containment and the safe handling of high-risk samples.

**Blood Transfusion*** Management of blood and blood products effectively to maximise usage and minimise wastage.
* Report to Clinical Laboratory Manager changes in European and National Laws, National and National Blood Services guidelines and advising on their impact to the department and users.
* Ensure that robust audit trails are in place to guarantee that blood and blood products are transported, received and stored under appropriate conditions both within the Trust and to other local Trusts.
* Provide advice to users on the type and quantity of blood or blood product as required, liaising with clinical service lead, national blood service and other transfusion laboratories as necessary, in order to avoid adverse transfusion reactions.
* Ensure that all adverse transfusion reactions or incidents are investigated and reported via the Trusts Incident reporting system in a timely manner. Advise the Clinical Laboratory Manager and Clinical Leads of these events so that further action and Serious Hazards of Transfusion (SHOT) reporting and follow through can take place.
* Attend and participate in regional and National Transfusion management meetings in order to share and foster best practice.
* To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes*.*

**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 2011. 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. |
| 7a. EQUIPMENTAND MACHINERY |
| Responsible for the standards operating procedures, quality control, maintenance and troubleshooting of faults and the safe use of the following highly specialised equipment: * Fully automated laboratory analysers
* Fully automated and semi-automated laboratory analysers
* Fully and semi-automated blood transfusion analysers
* Specialist analysers i.e., spectrophotometer, high pressure liquid chromatography, aggregometers, flow cytometer, point of care analysers
* Microscopes

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| **7b. SYSTEMS** |
| The post holder will use the following software systems:* Networked laboratory computer system
* Network test requesting software
* Independent software e.g., Q pulse, business systems
* E-mail, MS Teams and various word processing packages
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The Associate Service Manager will report directly to the Clinical Laboratory Manager. |
| **9. DECISIONS AND JUDGEMENTS** |
| * Operate within department procedure and policies and own scope of practice.
* Decide upon the priority and organisation of own work in coordination with other team members, as allocated by Clinical Laboratory Manager.
* Identify resources required to support existing and new training plans.
* Use own judgement to support the section staff in identifying training needs, compile training plans and in resolving training problems within the laboratory e.g., staff deployment.
* Assess staff as competent to practice for duties within section.
* May be required to deputise and make decisions on behalf of the Clinical Laboratory Manager.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Ensuring access to training for all staff in a busy Department, compounded by periods of short staffing pressures.Maintaining continuing professional development |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The postholder will be accountable to the Clinical Laboratory Manager.Within the laboratory, they will communicate with Biomedical Scientists, Clinical Scientists, Medical Laboratory Assistants, Consultant medical staff, Junior medical staff and clerical staff and discuss: * patient information of a sensitive, complex and technical nature
* changes to policy/procedures in a timely manner
* quality assurance reports and action plans related to audit, quality control and incident review
* section and Department updates and staff deployment
* respond to technical enquiries
* management issues
* Outside the laboratory, they will communicate with Biomedical Scientists in other laboratories, GPs, nursing staff, visitors, engineers, suppliers and discuss:
* patient information of a sensitive, complex and technical nature
* training support
* technical advice in response to internal and external enquiries
* also, communicate with other hospital staff – Porters, Estates, Supplies and Domestic staff
* Liaise with professional bodies; EQA providers, specialist scientific interest groups, Abertay University, the Institute of Biomedical Science and the Health and Care Professions Council for professional issues and CPD.
* Represent the Department as the laboratory expert at specialist meetings i.e., User groups, SLWGs.
* Contribute to Department decision making and problem solving.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**:* Sitting for extended periods of time at laboratory computers for up to 3 hours per session daily.
* Standing for up to 3 hours at a time working at the bench
* Manual handling of loads of greater than 15kg, without lifting aides, onto trolleys for the purpose of stock rotation, refreshing instrument supplies and moving reagent kegs. Can be daily.
* Use of microscopes and troubleshooting of analyser breakdown laboratory equipment require fine-tuned manual dexterity.
* Accurate hand-eye coordination in a variety of scientific techniques e.g., microscopy, pipetting, finger prick techniques, PC/keyboard skills, manual analysis of samples

**Mental**:* Frequent periods of sustained concentration when teaching
* Maintain concentration in an environment with high levels of background noise due to the running of large, complex, high throughput automated instruments.
* Frequently dealing with competing demands of sample analysis, requests for information, staff shortages, rostering and equipment breakdown that require at short notice moving from the current task to another and deal with interruptions up to 10 times a day.
* Continuous awareness of the risks involved in the handling of specimens and maintaining safe laboratory practice.

**Emotional**:* Occasional need to impart unwelcome news to staff and to deal professionally with the adverse reaction.

**Environmental**:* Daily exposure to actual and potentially infectious blood samples
* Weekly exposure to a variety of hazardous chemicals with poison, corrosive and flammable risks.
* Working in a highly automated, noisy environment with competing demands that require high levels of concentration for periods of 1.5 to 2 hours at a time.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Registered with the Health and Care Professions Council.
* BSc (Hons) in Biomedical Science or equivalent.
* Institute of Biomedical Science IBMS post graduate Specialist Skills Diploma in Haematology or equivalent.
* MSc or FIBMS in Haematology or Blood Transfusion or equivalent academic achievement ratified by the Institute of Biomedical Science.
* Evidence of continuing professional development and proficiency in accordance with HCPC guidelines.
* Post Registration clinical and technical training in Haematology and Transfusion in accordance with IBMS guidelines.
* Post Registration training in Management.
* Evidence of specialist, advanced and update training.
* Training and experience in work-based learning in teaching and assessment methods.
* Training and experience in the use of Microsoft Office applications to compile documents, databases and spreadsheets.
* Specialist knowledge of basic quality management systems i.e., quality control, risk management and adverse incident reporting.
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each job holder to whom the job description applies.Job Holder’s Signature:Head of Department Signature: **(I confirm this Job Description accurately reflects the duties and** **responsibilities of the postholder and does not impact upon any other** **postholders role)**  | Date:Date: |