**Agenda For Change Job Description**

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| * **JOB IDENTIFICATION**   **Job Title:** Senior Healthcare Scientist specialising UK NEQAS Cardiac Markers  **Responsible to:** UK NEQAS Cardiac Markers Scheme Organiser  **Department:** UK NEQAS Cardiac Markers, Clinical Biochemistry South Glasgow  **Directorate:** Diagnostics |
| **2. JOB PURPOSE** |
| To provide core support to the highly specialist UK NEQAS Cardiac Markers External Quality Assessment (EQA) service including assistance with service planning and development, preparation and testing of EQA survey material, liaison with participants and other stakeholders, and maintenance of a high-quality UKAS accredited service. |
| **3. ROLE OF DEPARTMENT** |
| UK NEQAS Cardiac Markers is a UKAS accredited proficiency testing provider (No: 8560) operated by  NHS Greater Glasgow & Clyde (NHS GGC) based at the Queen Elizabeth University Hospital site. UK NEQAS Cardiac Markers operates as an impartial, independent, self-financing clinical technical service within NHS GGC, providing a comprehensive external quality assessment service in the area of cardiac biomarkers to laboratories throughout the UK and internationally. It is a non-profit centre working to improve cardiac biomarker investigations in the clinical laboratory sector for the benefit of patients. The centre has in the region of 600 participants in both laboratory and point of care schemes. While UK NEQAS Cardiac Markers is a member of the UK NEQAS Consortium and works within the UK NEQAS Code of Practice, UK NEQAS Cardiac Marker services are provided by the Health Board and staff are NHS Greater Glasgow and Clyde employees. The centre is integrated within NHS GGC, utilising their support services and providing opportunity for independent involvement within sections of the Clinical Biochemistry service as appropriate (e.g. contribution towards Duty Biochemist rota). |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| UK NEQAS Cardiac Markers works to improve cardiac biomarker investigations in the clinical laboratory sector for the benefit of patients. As a non-profit centre financed through participant fees, it is essential to provide a comprehensive high-quality service. Data generated within the UK NEQAS Cardiac Markers schemes has the potential to influence individual laboratories, and global manufacturers as well as national and international recommendations. This role will provide essential core support to the UK NEQAS Cardiac Markers service. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **CLINICAL**   * Preparation and testing of EQA survey material and preparation of scientific reports under the direction of the Scheme Organiser and in accordance with ISO/IEC 17043 requirements * Preparation of paperwork to accompany the survey material prepared for distribution and/or scientific reports   **ANALYTICAL**   * Perform routine and specialist analytical and validation functions, e.g. freeze drying of survey material, and analysis of material to assess homogeneity and stability * Ensure that equipment remains functional and operational by performing scheduled maintenance * Troubleshoot analytical equipment * Contribute to writing of Scientific Commentaries which involves data analysis within tight timelines * Investigate quality incidents, perform root cause analysis and implement appropriate changes to practice * Analyse and review survey data for approval by appropriate staff * Interpret and investigate high level and complex participant queries. Examples include review of laboratory data to identify potential causes for poor performance which is also impacting patient care and knowledge of assay architecture across numerous platforms that are commonly in use in clinical laboratories * Draft, analyse, and review individual and summary performance reports for participating laboratories * Review of data and presentation of annual reports or any ad-hoc scheme specific reports as required by the Scheme Organiser   **SERVICE PLANNING & DEVELOPMENT**   * Offer guidance and assistance to the Scheme Organiser regarding the establishment and functioning of EQA schemes, while considering input from national oversight bodies, professional societies, and adhering to current best practice guidelines * Coordination of preparation of survey material * Participate in the planning and operation of pilot exercises, including recruitment of participants, design of paperwork, preparation of survey material, recording and analysis of results * Participate in the planning of the annual schedule of UK NEQAS Cardiac Markers services * Participate in specialist working groups * Coordinate and attend meetings with instrument and reagent manufacturers as appropriate * Create, review, update and maintain Standard Operating Procedures (SOPs) as well as review and verify SOPs written by other members of staff * Sustain an expert level of knowledge in laboratory Clinical Chemistry facilitating the development of UK NEQAS services * Evaluate suitability of survey material with new methods and analytical platforms, including point of care methods * Promote UK NEQAS Cardiac Markers services online and at national and international meetings, workshops, and seminars. This may include, for example, contribution to oral and poster presentations, creation of promotional materials (e.g. flyers), involvement with UK NEQAS trade stands   **MANAGERIAL, SUPERVISORY, TEACHING & TRAINING**   * Provide training for and conduct competency assessments as required of staff involved in delivering UK NEQAS Cardiac Markers services * Assist the Scheme Organiser with training and supervision of less experienced staff, including Healthcare Science Associate Practitioners and Trainee Clinical Scientists/Biomedical Scientists on placement in the team * The post-holder may be required to act as deputy for the Scheme Organiser at times, for example, as team leader   **INFORMATION RESOURCES**   * Maintain written and electronic records of results, equipment, and suppliers * Enter and verify participant generated data for analysis * Maintain specialist databases * Contribute to written scientific papers and poster presentations * Prepare written and verbal reports to suppliers, manufacturers, specialist advisory group members, members of the UK NEQAS Steering Committee, and National Quality Assurance Advisory Panel   **BUDGETARY & RESOURCE MANAGEMENT**   * Assist the Scheme Organiser with management of the budget of the Scheme including coordination of participant registration and subscriptions * Support the setting of participant subscriptions through the gathering of management information * Obtain quotations, raise orders and receipt goods and services using standard NHS GGC procurement processes and systems * Monitor and order laboratory reagents and consumables * Receipt and dispatch goods and survey material   **RESEARCH & DEVELOPMENT**   * Some research activity based around EQA data, audit, submission of abstracts for conferences, publications. Areas of research contribution may include assay standardisation and evaluation of clinical cut offs. Data may be used to influence national and international policy * Validate new survey material or equipment * Manage the validation of new laboratory methods, equipment, and survey materials, with a role in developing any new survey material as needed * Assist with the development of new pilot schemes * Perform and coordinate regular scheduled audits of laboratory procedures and processes, to assess performance and suggest improvements   **HEALTH & SAFETY**   * Carry out decontamination procedures when there is leakage or spillage from specimen containers * Assist the Health and Safety Officer by conducting risk assessments   **PROFESSIONAL**   * Prioritise and organise own workload * Arrange and participate in staff meetings * Participate in annual formal appraisal and personal development planning * Continue to enhance technical and scientific knowledge through Continual Professional Development (CPD) in order to maintain HCPC registration * Pursue any further training opportunities and qualifications as agreed during the course of the role at annual appraisal. |
| **7a. EQUIPMENT AND MACHINERY** |
| * Operate, maintain and perform basic troubleshooting on highly complex analytical equipment in a safe and proper manner. This equipment includes automated immunoassay analysers * Operate and maintain various other laboratory equipment, such as single and multi-channel pipettes, Hamilton dispensers, balances and temperature probes used in manual and semi-automated techniques * Arrange annual calibrations, to ISO 17025, for relevant laboratory equipment. |
| **7b. SYSTEMS** |
| * Operate various I.T. systems, including Wolfson EQA Software, Ideagen Quality Management software, and NHS GGC Procurement systems * Use of MS Office software for the production of documents, tables, charts, spreadsheets, and presentations * Management of UK NEQAS Cardiac Markers website. |
| **8. DECISIONS AND JUDGEMENTS** |
| * The post holder will work to agreed objectives, targets and milestones for service delivery, being involved with decisions on how these are achieved using their own knowledge and experience. The postholder is guided by the Scheme Organiser, and best practice across the UK NEQAS organisation (including UK NEQAS centres external to the Health Board) * The postholder will uphold the values and objectives of the UK NEQAS Code of Practice * Prioritises own workload during day. This requires an understanding of which processes can be run in parallel and of their respective urgency and importance * Consider and approve deviations from standard procedures where required * It is necessary to be capable of making judgements and decisions without supervision or support. These decisions or judgements may be complex and often require to be made quickly and where information is limited or unavailable. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| * Communicates verbally, electronically and in writing with other staff groups within the Scheme, with staff within the QEUH Biochemistry department (e.g. Technical Services Manager) and with teams within NHS GGC (e.g. Procurement and Accounts Receivable teams). These communications are vital to ensure the efficiency and quality of service * Maintains good communication with participants, verbally, electronically and in writing * Liaises with various external support staff (e.g. engineers, chemistry application specialists, IT specialists) This involves the exchange and understanding of highly specialist technical and methodological information to allow resolution of method or equipment problems essential for maintaining the service * Communicates verbally and electronically with external service suppliers (e.g. delivery drivers regarding the transport and delivery of EQA samples) * Participates in staff meetings to ensure effective two-way communication of relevant information * Participates in relevant specialist UK NEQAS working groups and communicates with colleagues within the UK NEQAS Consortium. This is important to ensure best practice within UK NEQAS * 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 the service. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * **Physical skills**:   + Possess highly developed physical skills where accuracy and precision are important for the manipulation of fine tools and materials. This is particularly true of the specialised manual techniques used in the preparation of EQA material   + Operation/maintenance of complex equipment and manual techniques requires a high degree of manual dexterity and precise hand eye co-ordination. * **Physical demands**:   + Sitting or standing daily for long periods of time while using a computer or performing laboratory work   + Required to lift and move reagents and consumables, up to 10 kg, which may be bulky   + Extensive use of visual display units. * **Mental demands**:   + A frequent requirement for prolonged concentration, for example when reviewing and entering data from schemes or preparing material which will be used by many laboratories. All data of which has the potential to influence individual laboratories, global manufacturers as well as national and international recommendations   + There is a requirement to prioritise own workload, and to adapt to unforeseen occurrences to meet service demands. * **Emotional demands**:   + Exposure to distressing or emotional circumstances is rare due to limited contact with patients   + Occasional requirement to deal with complaints from service users. * **Working conditions**:   + Working with a variety of clinical materials, including blood products, to assist in the preparation of survey material   + Required to work with chemicals including strong acids and alkalis   + Required to wear appropriate PPE. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Working with autonomy * Ensuring conformance with ISO/IEC 17043 is maintained * To maintain speed and accuracy throughout prolonged periods of EQA pool production, freeze drying and validation * To maintain standards and meet expected turnaround times despite a continually increasing workload * Maintaining concentration on current tasks while managing interruptions, such as telephone enquiries. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential**   * Registration with The Health and Care Professions Council (HCPC) as a Biomedical Scientist or Clinical Scientist * Degree or equivalent professional qualification in a Scientific discipline, preferably Biochemistry * Postgraduate certificate in specialised scientific field and experience to Masters level equivalent knowledge * Evidence of continuing professional development to the standards required by the HCPC * Broad theoretical and practical experience of general clinical laboratory practice within the UK   **Desirable**   * Comprehensive understanding of the role of External Quality Assessment and the fundamentals of quality management systems as part of laboratory quality assurance * Knowledge of specialist clinical biochemistry immunoassay techniques. |