

JOB DESCRIPTION

1. JOB DETAILS

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| Job Title: | CSTD, Logistics & Failsafe Co-ordinator. |
| Location: | Manchester Royal Infirmary |
| Division: | Laboratory Medicine |
| Directorate: | Cellular Pathology |
| Department: | Manchester Cytology Centre |

2. ORGANISATIONAL RELATIONSHIPS:

Reports to: Cytology Office/Failsafe Manager

**Managerially and
Professionally**

Accountable to: Cytology Laboratory Manager

- Works as part of the Laboratory Team - departmental
- Liaises with
 - Hospital Staff and Directorate
 - Service users

3. JOB PURPOSE

Maintain the failsafe procedures in accordance with the NHSCSP guidelines by producing computer generated lists, checking the management for patient and update of patient records to ensure reminders are sent to primary care practices and hospitals appropriately. Provide cover in the management of the Direct and Urgent referral systems
To manage the receipt of histology reports from other hospitals and ensure these are entered onto the patient's computer record with use of appropriate SNOMED coding. Maintain the Cervical Sample Taker Database, updating registration and training records and running reports/audits as required.
Maintain logistical support to the department for kit deliveries to service users
Monitor accurate report transmission to service users and screening agencies.
Accuracy and attention to detail are essential.

4. MAIN DUTIES AND RESPONSIBILITIES

Clinical Governance

- Maintain patient confidentiality at all times
- Participate in audit processes, research projects and internal and external Quality Control activities
- Attend regular departmental meetings and contribute to effective communication within the department

Management

- Assist in the development of the office and where possible suggest improvements to laboratory policies and procedures.
- Ensure that personal work activity is managed to make effective use of time.

Education and Development

- To undertake mandatory training according to Trust and departmental guidelines.
- To undertake appropriate and relevant CPD.

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- To assist in the training and development of administrative & clerical staff in the department.
- To keep up to date with new developments within the cervical screening programme.

Administrative

Failsafe

- To manage the receipt and entry onto the LIMS histology reports and relevant information from hospital clinics, ensuring these are entered onto the patient's computer record with use of appropriate SNOMED coding.
- Generate failsafe lists to identify patients with no record of Colposcopy attendance
- Make enquiries with clinics and Primary care to establish patient current status
- Update and amend records accordingly
- Produce failsafe letters for patients still outstanding
- Check details on letter and amend as appropriate
- Send letter and record on failsafe record
- Collate replies and enter details in to failsafe record
- Record details of all phone calls and other correspondence using Patient Episode function
- Close failsafe as appropriate
- Escalate any issues to Cytology Office Manager or Advanced BMS staff.

Cervical Sample Taker Database

- Maintain a list of qualified, practicing sample takers
- Update training records
- Update sample taker and Practice information
- Contact all general practices/clinics on a minimum of an annual basis to verify the accuracy of the information held on the database
- Investigate all cases with absent or unregistered sample taker codes
- Act as the first point of contact for any sample taker queries relating to Sample Taker codes
- Bringing any issues of concern in relation to sample taker training or competency to the attention of the Senior Management team.
- Participate in the collection of data and production of reports as requested

Logistics

- Involvement with 4/6 monthly organisation of consumable delivery to sample takers
- Liaise with couriers to ensure consumables are available and deliveries are undertaken
- Undertake regular stock-take updates with couriers before and after scheduled

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deliveries to ensure adequate stocks available

- Receive and investigate ad-hoc consumable requests
- Act as the first point of contact for queries related to logistics including liaising with GP practices, other sample taking locations and couriers.
- Maintain logistics records and participate in collection of data and production of reports as requested
- Escalate issues to management team

General Duties

- To file and retrieve records and slides.
- Preparation for MDT/Cytology discrepancy meetings
- To provide managerial administrative cover in the clerical office in the absence of the office managers.
- To print and dispatch daily report runs.
- Ensure adequate stationery stocks are maintained
- Process and dispatch internal and external mail
- Scanning of forms, reports and documents
- Printing and photocopying of documents as requested
- Participate in the collection of data and production of reports as requested
- Minute taking as required
- Receipt and dispatch of materials
- Collate and forward run number and number of cases included for each database to CSAS following each data transfer.
- Check all data download information sent to CSAS is acknowledged
- Investigate and correct where possible discrepancies communicated by CSAS
- Liaise with Senior members of staff regarding discrepancies highlighted by CSAS as appropriate
- Generate and forward information regarding colposcopy referrals to the relevant service users.
- Ensure acknowledgments are received for all colposcopy referral lists sent
- Providing support for distribution of sample taking consumables and associated administrative duties

Communication

- Communicate with departmental staff and health professionals at primary care and the call/recall agencies in regards to cervical screening requests.
- Communicate with the laboratory IT team when there are issues with non-receipt of electronic results at the call/recall agencies or other IT issues.
- To receive telephone calls, answer in a professional manner and put through to senior staff if further resolution is required.
- Liaise with service users and courier companies as necessary regarding sample taker consumables

Policy

- Work in a safe manner in accordance with Laboratory Health and Safety policies and procedures.

5. GENERAL INFORMATION

Health and Safety

The postholder must not wilfully put him/herself or others at risk while at work. Safe working practices and safety precautions must be adhered to, protective clothing and equipment must be used where provided.

All accidents must be reported to a member of management who has to participate in accident prevention by reporting all potential hazards.

Infection Control

General Posts:

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust Infection Control manual.

Confidentiality

The post holder must maintain confidentiality at all times in all aspects of work.

Security

The post holder has a responsibility to ensure the preservation of all NHS property and resources.

Equal Opportunities and Fair Treatment

The postholder will immediately report to their line manager any breach or suspected breach of both equal opportunities and fair treatment guidelines.

No Smoking Policy

The Trust had adopted a smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will agree not to smoke on hospital premises.

Team Briefing

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason

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behind what is happening in their organisation and how it is performing.

It is expected that all employees will attend the monthly briefing sessions.

6. SUMMARY AND JOINT REVIEW

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.

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