



Job Description

Job Title:	Quality & Training Officer
Band:	7
Hours:	30
Base:	Bedford / Luton & Dunstable University Hospital and any other associated Trust establishments across the Bedfordshire Hospitals NHS Foundation Trust including outreach clinics and establishments used in the course of Trust business (if necessary for the role).
Reporting to:	Quality & Training Manager
Terms and Conditions of Service	Currently those of Agenda For Change and other local agreements





JOB SUMMARY

- 1.1 The post holder will implement quality & training principles for pathology across sites for Bedfordshire Hospitals, i.e. working predominantly on one site, but with oversight of the other.
- 1.2 They will work closely with the clinical leads, pathology service managers, and the quality & training manager to ensure an effective delivery for the consolidation and harmonisation of quality & training in line with all the pathology disciplines.
- 1.3 The post holder will be operationally responsible, in implementation of the Q-Pulse system, in conjunction with the quality & training manager.
- 1.4 The post holder will implement a high quality, efficient and effective Quality Management System [QMS], Training Programme, monitoring quality and training process using key performance indicators. They will be responsible for operational activities as outlined within the QMS.
- 1.5 In conjunction with the quality & training and pathology service managers, the post holder will operate within an effective operational management structure for quality & training ensuring the professional infra-structure is maintained to enable staff to undertake training and achieve competencies for UKAS accreditation standards.
- 1.6 The post holder is expected to coordinate with the Consultant Head of Departments, other Laboratory Managers, and General Manager of Pathology. They will be expected to contribute to the pathology service in policy development and for ensuring that the service complies with current UKAS, MHRA, HTA and HSE standards, national and European legislation and discipline specific regulatory bodies.
- 1.7 The post holder will have delegated responsibilities for scientific, support and administrative staff in quality & training, including recruitment, training, development, appraisal and performance.

KEY RESPONSIBILITIES

2.1 OPERATIONAL MANAGEMENT

- 2.1.1 To perform as a HCPC Registered Biomedical Scientist [BMS] responsible for the operational aspect of quality & training.
- 2.1.2 To contribute to the quality & training and pathology service managers in the design, implementation and delivery of a cohesive quality & training strategy; in conjunction the Clinical Service Line (CSL) Quality Governance Committee (QGC) for pathology.
- 2.1.3 To assist in the harmonisation of the quality and training aspects of the service to meet the needs and requirements of the service users, ensuring that all staff are informed of the departmental model required to achieve this.
- 2.1.4 To assist in the formulation and implementation of Standard Operating Procedures [SOP] for quality & training, utilising the Document Management Module of the Q-Pulse system.
- 2.1.5 To comply with Policies and Procedures commensurate to role.



- 2.1.6 To assist in the day-to-day operation of the quality & training aspect of the service within the team. This will include ensuring monitoring of the policies for pathology that have been established for UKAS and other accrediting bodies.
- 2.1.7 Where required to provide specialist knowledge and skills in quality & training for all pathology disciplines, including Blood and Cellular Sciences and other affiliated services such as Mortuary & Bereavement.
- 2.1.8 Where required to participate in all aspects of quality & training, particularly where special expertise is required, with the ability to assist Laboratory Managers and their teams in their ability to comply with standards for accreditation.

2.2 FINANCE

- 2.2.1 To provide assistance to the pathology service managers by authorising timesheets, expenses, orders and invoices where delegated.

2.3 HUMAN RESOURCES

- 2.3.1 In conjunction with the quality & training manager to assist in the staffing requirements via the Health Roster system.
- 2.3.2 To assist in the staff selection, recruitment, training and conduct appraisals.
- 2.3.3 To assist in the delivery of training in conjunction with the training officer, ensuring tutorials, one to one training and competency assessments are fulfilled in accordance with ISO 15189 and utilising the Training Module of the Q-Pulse system.
- 2.3.4 To be responsible for maintaining an up to date 'expert' knowledge of quality & training, to ensure consistent competency levels through annual reassessment protocols where identified.
- 2.3.5 To attend an annual appraisal from your line manager.

2.4 CLINICAL GOVERNANCE AND QUALITY

- 2.4.1 To be responsible for the implementation of UKAS, MHRA, HTA and HSE standards for quality & training using the pathology Quality Management System as established, to fulfil the quality & training circles and audit inherent to the ISO 15189 standards of compliance.
- 2.4.2 In conjunction with the quality & training manager to assist in the generation of Quality & training reports for the CSL QGC for pathology.
- 2.4.3 To assist in the provision of action plans to resolve nonconformities that are recorded by internal and/or external audits or complaints to ensure the completion of corrective and preventative actions that have been identified.
- 2.4.4 To assist in the conduction and completion of quality & training audits whether vertical, horizontal or examination audits relevant to the service and develop new audit tools as required.
- 2.4.5 To contribute to the Risk Management Policy for quality such as InPhase management, ensuring Risk Assessments are conducted, reporting of incidents, accidents and adverse events via the reporting structures that exist including the clinical lead and/or the pathology managers as required.



- 2.4.6 To assist in the regular assessment of service performance providing quality & training monitoring reports for the Discipline Specific Quality & Training Group, Quality & Training committee and where necessary the Pathology Board.
- 2.4.7 To contribute to the provision of the quality & training policy for quality & training, including quality objectives and annual management review.
- 2.4.8 To bring to the attention of the quality & training manager any problems or difficulties encountered in the performance of their duties.
- 2.4.9 To ensure that problems relating to the clinical management of the service is brought to the attention of the Clinical Director of Pathology.
- 2.4.10 To participate in evidence based training and maintain a level of knowledge to fulfil this role through Continual Professional Development [CPD] for retention of HCPC Registered BMS status.
- 2.4.11 Undertake other duties commensurate with the post as directed.

2.5 COMMUNICATION

- 2.5.1 To assist in the dissemination of information, arising from the management team, Quality & Training Committee and Health & Safety meetings, to the scientific and support staff through the communication structures in place.
- 2.5.2 To represent quality & training when delegated, in senior management meetings, decision-making and policy implementation.
- 2.5.3 To represent quality & training when requested, at local, regional and national meetings and conferences where appropriate.
- 2.5.4 To liaise when required, with the Customer Services Manager in respect to customer relations.

GENERAL:

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

This job description reflects the present requirements and objectives of the post. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

You are required to disclose any additional work you undertake or are planning to undertake for another employer.



STANDARDS

Staff are responsible for complying with the relevant standards set by their Line Manager. A breach of such standards may lead to disciplinary action. It would be investigated fairly and appropriate steps taken to prevent a recurrence and address any wider causes.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

All employees and volunteers working within the Trust have a responsibility for safeguarding and promoting the welfare of children and vulnerable adults.

INFORMATION GOVERNANCE:

(This includes Patient Confidentiality, IT Security, Data Protection and Freedom of Information)

You are required to respect the confidentiality of all patients, carers and staff, by not sharing any information (including data) obtained during the course of your duties. You have an obligation to report any non-compliance through the Trusts Incident Reporting process.

All staff must comply with the legal obligations and statutory requirements of the General Data Protection Act 2018, the Trusts IT Security and Information Governance Policies, Codes of Conduct and Best Practice Guidelines which are available on the staff Intranet site.

PRIVACY STATEMENT

The Trust is committed to protecting the privacy and security of your personal information. Information about you will be kept by the Trust for purposes relating to your employment. In accordance with the Trust's Privacy Notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal and special category data. The Trust will comply with its obligations under the General Data Protection Regulations and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records; which may, where necessary include special category data relating to your health, identity, data held for equality monitoring purposes, criminal offence data and data regarding DBS checks. The Trust requires such data for personnel administration and management purposes for the performance of your contract of employment and to comply with its legal obligations. The majority of information that you provide us with is mandatory to enable us to perform the contract of employment; where information is requested from you on voluntary basis, you will be advised of this and will be properly advised of your rights in respect of consent and the withdrawal of that consent.

The Trust will take all reasonable steps to ensure that the personal information held about you is complete, accurate, up-to-date and not held for longer than necessary for the purposes for which it was collected. However, you are responsible for informing us promptly of any changes to your personal information either in writing or by updating your information on MyESR.



The Trust's Privacy Notice sets out the legal basis for processing your personal data and your rights to access this data are prescribed by law.

The Trust requires you to familiarise yourself with the Trust's Information Governance (data protection) Policy which set out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's Data Protection Policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its Data Protection Policy by you to be a disciplinary matter which may lead to disciplinary action, up to and including dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's Policies and Procedures. If you have any queries about your responsibilities in respect of data protection, you should contact the Trust's Data Protection Officer.

A copy of the full Privacy Notice for Employees can be downloaded from the Trust's Intranet.

PROMOTING EQUALITY

The Trust is committed to promoting an environment that values diversity. All staff are responsible for ensuring that all patients and their carers are treated equally and fairly and not discriminated against on the grounds of race, sex, disability, religion, age, sexual orientation or any other unjustifiable reason in the application of this policy and recognising the need to work in partnership with and seek guidance from other agencies and services to ensure that special needs are met.

INFECTION CONTROL

You are required to comply with the Trust's strategy regarding infection control and be aware of, and comply with, all Trust infection and prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. Effective prevention and control of healthcare associated infections has to be embedded into every day practice and applied consistently by everyone. Failure to do so may result in disciplinary actions.

SMOKE FREE

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

DISCLOSURE REQUIREMENTS:

A risk assessment has indicated that a DBS disclosure is both proportionate and relevant to this position. Any person who is conditionally offered this post will be required to undertake a DBS check in this respect.



The Trust guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

The Trust ensures that an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position sought could lead to a withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position or circumstances and background of your offence. Please be aware that the Trust has a Policy containing a more detailed Code of Practice that meets the standards specified by the Disclosure and Barring Service relating to the fair use of criminal record information and the appointment of persons having a criminal record.

Note: Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has recklessly provided inaccurate information or withheld information relevant to their position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional registration body.

If you would like to discuss what effect any criminal record or fitness to practise proceeding might have on your application, you may telephone the Recruitment Manager at the Trust, in confidence, for advice.