

## **JOB DESCRIPTION**

<b>POST:</b>	Clinical Biochemistry Quality Officer
<b>Grade:</b>	Band 7
<b>REPORTS TO:</b>	Clinical Biochemistry Services Manager
<b>RESPONSIBLE TO:</b>	Blood Sciences Services Manager

(Based primarily in Clinical Department, RVH, but must be willing to travel to others sites in the performance of duties. The post holder may be expected to deliver training sessions to staff outside 9am to 5pm occasionally)

## **JOB SUMMARY**

The Quality Officer will be responsible for the Clinical Biochemistry governance support functions including the gathering of CPA, UKAS and other quality systems related information and share management of all associated risk and quality management systems. He/she will produce governance reports and will assist the *Clinical Biochemistry Services Manager* and laboratory management team in developing an integrated quality and governance framework on behalf of the Clinical Biochemistry laboratories.

## **KEY RESULTS AREAS**

### **Service Delivery**

- He/she will co-ordinate responses for adverse incidents and complaints for Clinical Biochemistry laboratories.
- He/she will work closely with the Operational Managers, Laboratory Services Managers, Quality Manager and Clinical Leads on day-to-day matters relating to all aspects of CPA, and UKAS accreditation and patient and staff safety in the laboratory service.
- He/she will assist in developing, managing and maintaining the risk register and risk management systems across Clinical Biochemistry laboratories Facilitate, participate in and assist with RCA investigations and service reviews as appropriate.
- Support the Services Managers with the internal audit programme and identified audit corrective and preventive actions
- Support the Services Managers with preparations for external audit by CPA, and UKAS
- Support the Services Managers by producing reports and quality metrics reports.

## **Quality**

- Ensure high standards and effective systems for governance within the Laboratory Service.
- Lead, participate and support quality improvement initiatives within the laboratory service.
- Support the Laboratory Management Team in ensuring that relevant statutory accreditation standards and departmental and Trust policies are met.

## **Relationships**

- Liaise directly with the *Clinical Biochemistry Services Manager* with respect to the various responsibilities outlined in this job description.
- Liaise with Clinical Director, Service Leads and Service Managers; Operational Managers and Professional Leads; Biomedical Scientists and other laboratory departments to ensure the effective provision of the Service.
- Liaise with Officers of the Belfast Health and Social Care Trust and external users as appropriate.

## **Financial and Resource Management**

- Support the Clinical Biochemistry Services Manager, Blood Sciences Services Manager, Co-Director and Laboratory Management Team in reviewing and improving the quality system to ensure that services can be delivered both efficiently and effectively.
- Work with the Clinical Biochemistry Services Manager, Blood Sciences Services Manager, Co-Director and Laboratory Management Team in providing information on cost/benefit analyses.

## **People Management and Development**

- Provide leadership and advice to staff across the service group on all aspects of the quality management system.
- Ensure that the governance systems in place, support a culture of openness and accountability, effective team working, staff recognition, continuous improvement and innovation.
- Lead by example in practicing the highest standards of conduct in accordance with the code of conduct for HPSS managers.
- Delegate appropriate responsibility and authority for management of projects/quality initiatives to staff within the Laboratories, whilst retaining responsibility and accountability for quality systems.
- Participate as required in the selection and appointment of staff in accordance with procedures laid down by the Trust.

## **Development and innovation**

- Be responsible for the identification, development and implementation of new quality improvement initiatives to ensure that the quality agenda continues to develop.
- Co-ordinate with the Laboratory Management Team and Training Manager in the development and delivery of training and development programmes for governance and safety within the service group with specific responsibility for laboratory services.
- Continuously challenge and hold others to account on quality, governance and safety related issues.
- To undertake research relevant to the responsibilities of the post.

## **Collaborative Working**

- Work closely with the Clinical Biochemistry Services Manager, Blood Sciences Services Manager ,Co-Director and Laboratory Management Team on all aspects of quality and governance management.
- Establish collaborative working relationships with relevant stakeholders.
- Liaise with relevant organisations or bodies to ensure that a culture of learning continues to develop in relation to all aspects of quality and governance.

## **Communication and Information Management**

- Ensure that appropriate information is available to support the quality and governance function within the service group.
- Ensure appropriate quality and governance reports are produced to support the management of laboratories.
- Establish robust communication systems within laboratories to aid in the dissemination and receipt of quality and governance related information.

## **General Responsibilities**

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.

- Comply with the Trust’s Smoke Free Policy.

Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.

- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

### **Records Management**

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

### **Environmental Cleaning Strategy**

The Trusts Environmental Cleaning Strategy recognizes the key principle that “ Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

### **Infection Prevention and Control**

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);

- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

***Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

## **JOB SPECIFICATION**

**POST:** Clinical Biochemistry Quality Officer

**LOCATION:** Laboratories, Belfast Health and Social Care Trust

### **Essential criteria**

1. Must be a Health and Care Professions Council registered Biomedical Scientist.
2. Must hold an MSc Biomedical Science; or an IBMS Higher Specialist Diploma; or be a Fellow of the Institute of Biomedical Science or equivalent.
3. Must have 3 years post registration experience at Band 6 level.
4. Post holder will participate as directed in a 24 hr. service which will include extended working day, overnight, weekend and Bank/Public holidays work as part of the conditioned 37.5 hr. week.

### **Desirable criteria**

1. Experience in Clinical Biochemistry
2. Experience of external audit such as CPA, UKAS, MHRA or HTA.
3. Knowledge of computer packages including word processing, spread sheets and presentation software.
4. Excellent communication skills with an ability to communicate effectively orally and in written format.