



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Clinical Biochemistry Admin Quality Officer
<b>BAND:</b>	Band 7
<b>DIRECTORATE:</b>	Cancer and Specialist Services
<b>REPORTS TO:</b>	Clinical Biochemistry Discipline Manager
<b>RESPONSIBLE TO:</b>	Blood Sciences Services Manager

### **JOB SUMMARY / MAIN PURPOSE:**

The Quality Officer will be responsible for the Clinical Biochemistry governance support functions including the gathering of 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.

### **Main Duties / Responsibilities**

#### **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 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 UKAS
- Support the Services Managers by producing reports and quality metrics reports.
- Post holder will participate in a 24 hr service which will include extended working day, overnight, weekend and Public holidays work as part of the conditioned 37.5 hr week.

## 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.

## **Information Governance**

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, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

**For further information on how we use your personal data within HR, please refer to the Privacy Notice available on the HUB or Your HR**

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 (HCAIs) 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 i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

## **Values**

The Belfast Trust aims to recruit staff not only with the right skills but also with the right values to ensure the delivery of excellent patient care and experience. Staff will be expected to be committed to provide safe, effective, compassionate and person centered care by:-

- Treating Everyone with Dignity and Respect
- Displaying Openness and Trust
- Being Accountable
- Being Leading Edge
- Maximising Learning and Development

By embedding the above values we will make a significant contribution to the delivery of the Trust's Vision.

## **Personal Public Involvement**

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

[http://www.publichealth.hscni.net/sites/default/files/PPI\\_leaflet.pdf](http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf)

**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.***



# Belfast Health and Social Care Trust

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## PERSONNEL SPECIFICATION

**JOB TITLE / BAND:** Clinical Biochemistry Admin Quality Officer Band 7

**DEPT / DIRECTORATE:** Clinical Biochemistry Laboratory, Cancer & Specialist Services

### Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

## ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage.

You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
<b>Experience Qualifications Registration</b>	<p>Must hold a university degree or relevant professional qualification and have worked for at least 3 years in a quality/governance related role at minimum Band 6 level.</p> <p>OR</p> <p>HNC/HND or equivalent and have worked for at least 4 years in a quality/governance related role at minimum Band 6 level.</p> <p>AND</p> <p>Have at least 3 years experience in a risk management or governance related role.</p>	Shortlisting by Application Form

<b>Knowledge Skills Abilities</b>	<p>For a minimum of 3 years, have worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes.</p> <p>Be able to demonstrate evidence of successful leadership in a quality/governance role.</p>	Interview
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## DESIRABLE CRITERIA

Desirable criteria will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
<b>Experience Qualifications Registration</b>	<ul style="list-style-type: none"> <li>• Experience in Clinical Biochemistry</li> <li>• Experience of external audit such as UKAS, MHRA or HTA</li> <li>• Knowledge of computer packages including word processing, spreadsheets and presentation software.</li> <li>• Excellent communication skills with an ability to communicate effectively orally and in written format.</li> </ul>	Shortlisting by Application Form

### NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. *Failure to produce evidence will result in a non-appointment.*

Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.

All staff are expected to display the HSC Values at all times

### What does this mean?



#### Working together

We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

### What does this look like in practice?

- I work with others and value everyone's contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where possible.



#### Excellence

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.

- I put the people I care for and support at the centre of all I do to make a difference
- I take responsibility for my decisions and actions
- I commit to best practice and sharing learning, while continually learning and developing
- I try to improve by asking 'could we do this better?'



#### Openness & Honesty

We are open and honest with each other and act with integrity and candour.

- I am open and honest in order to develop trusting relationships
- I ask someone to help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice.



#### Compassion

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and wellbeing so that I can care and support others.