

## JOB DESCRIPTION

<b>TITLE OF POST:</b>	<b>Deputy Specimen Reception Manager</b>
<b>SALARY BAND:</b>	<b>Band 5</b>
<b>LOCATION:</b>	<b>Blood Sciences Charing Cross Hospital</b> Imperial College Healthcare NHS Trust is a multi-site facility and staff may be required to work at a site other than their main base location
<b>RESPONSIBLE TO:</b>	<b>Laboratory / Department Manager</b>
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	<b>Divisional Manager</b>
<b>HOURS PER WEEK:</b>	<b>37.5</b> The job holder will be required to work out of hours including unsocial and contractual overtime (specific rota details are held locally within departments).

### **AIM OF THE ROLE:**

To assist in the provision of an effective front line specimen reception service. Specimen Reception is the gateway to all pathology activity, and the success and effectiveness of its performance and quality will depend very largely on the strong leadership of its management structure.

### **KEY WORKING RELATIONSHIPS:**

Good communication skills are essential, as the post holder is required to communicate effectively with Biomedical Scientists, Clinical Scientists, Clinicians and other healthcare providers in and out of the Trust; other Trust Directorates including Estates, IT, Human Resource, Payroll, Occupational Health. Active participation in local laboratory meetings is expected.

Additional relationships appropriate to the role may be required.

### **KEY RESULT AREAS:**

1. To assist in the day-to-day management of Specimen Reception under the direction of the Specimen Reception Manager.
2. Contributes to providing a professional clinical technical laboratory service, working effectively as a team member as part of the overall department.
3. To possess the skills required to provide the necessary training and supervision of staff within the section.
4. To ensure that all staff are aware of their responsibilities when processing samples and that accuracy of data entry is paramount.

## **MAIN TASKS AND RESPONSIBILITIES:**

### **1. Communication and Relationship Skills**

- 1.1 To demonstrate politeness, courtesy and sensitivity in dealing with patients/clients, visitors/relatives and colleagues, maintaining good customer relations.
- 1.2 Contribute towards sharing good practice within the department and Trust wide.
- 1.3 To promote a positive image of the Trust at all times.
- 1.4 To work cohesively with all members of the department team in ensuring that the very best services are provided at all times.
- 1.5 Communicates any difficulties, problems, accidents or incidents affecting the department to the Specimen Reception Manager promptly.
- 1.6 Participates in departmental meetings and contributes to effective communication within the department.
- 1.7 Provides and receives complex information to inform work colleagues or external contacts e.g. other departments, G.P.'s or visitors to the department. This will include explaining acronyms used in pathology, clinical phrases and technical terminology to patients, staff at lower grades and in training.

### **2. Responsibility- Scientific and Technical Duties**

- 2.1 Ensure that documentation is maintained to the Trust standard (including electronic records).
- 2.2 To demonstrate awareness and compliance with Trust policies, procedures, guidelines and standards. To work towards promoting this to others.
- 2.3 Identify and report clinical risks so that appropriate action can be taken in accordance with the Trust risk management policy.
- 2.4 The postholder will be required to manage the implementation of staff rotas to ensure the service is maintained on a 24/7 basis. To assist the specimen reception manager in planning these rotas to ensure service provision.
- 2.5 To organise the staff within the section in accordance with rotas, and in response to changes in workload and unforeseen absence.
- 2.6 To perform your work in accordance with the laboratory standard operational and health and safety policies, and to ensure colleagues working within the section do likewise.
- 2.7 To assist in the implementation of new methodology or working practices when required, due to changing circumstances.
- 2.8 Participation in Quality Assurance and Audit within the section.
- 2.9 To be proactive in the updating and generation of standard operating procedures.

### **3. Responsibility- Policy and Service**

- 3.1 To be involved actively in the implementation of Trust policies and procedures at department level, reinforcing their use.

- 3.2 Maintain, update and develop personal and professional knowledge and skills, at first under supervision, using the Trust's Performance Review System, enabling standards of patient care to be monitored constantly and improved.
- 3.3 Record and report all incidents/complaints involving staff, patients and visitors in accordance with Trust policies and assist in any investigations as required.

#### **4. Responsibility- Financial and Physical**

- 4.1 Replace stocks of consumables and reagents when required and inform the Specimen Reception Manager or laboratory section leaders if back up stocks are low.
- 4.2 Assist in the implementation, development and evaluation of new and existing processes.

#### **5. Responsibility Staff/ HR/ Leadership, & Training**

- 5.1 Maintain, update and develop personal and professional knowledge and skills by participating in the Trust's 1:1 process and PDP development.
- 5.2 Be familiar with all core trust policies such as sickness reporting, annual leave requesting, health and safety.
- 5.3 Be familiar with the Health and Safety policies of the Trust and the department and ensure that they are followed to maintain a safe working environment for all employees and visitors.
- 5.4 Participate fully as a team member, sharing knowledge and information and supporting colleagues, including support staff to promote a cohesive laboratory team and the achievement of team objectives.
- 5.5 In conjunction with line managers, assist in the training of junior staff.
- 5.6 Monitor the conduct of the staff in the section in respect to their timekeeping, behaviour and safety. Report any problems to the Specimen Reception Manager.
- 5.7 To assist or lead on investigations.

#### **6. Education**

- 6.1 Must develop and improve your expertise and maintain a portfolio of relevant developments achieved.
- 6.2 Deliver training to staff within the department.
- 6.3 Undertake suitable training and development programmes to successfully acquire core competencies and thereafter maintain the required standards of competence when undertaking duties.

#### **7. Responsibility- Information resources**

- 7.1 Undertake relevant training for electronic information systems in place & under development and be familiar and proficient with the use of the information technology systems within the department

7.2 Must be able to manage and train others in the use of the chosen Laboratory Information System and Trust Order Communications System.

7.3 To have an active e-mail account

## **8. Responsibility- Patient / Client Care**

8.1 To enter patient information and some test results onto the laboratory information system.

## **9. Responsibility- Research and development**

9.1 Participate in the collection of audit and research data as required.

9.2 To test equipment in specialist section.

## **10. Freedom to Act**

10.1 Follows policies and procedures and manages others with a degree of autonomy. Refer to their manager or senior member of staff as necessary.

## **11. Other Duties**

11.1 To undertake any other duties commensurate with the grade as requested.

### **Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

## **ADDITIONAL INFORMATION**

### **Confidentiality**

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990).

### **Health and safety**

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of themselves and others and to ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

### **Risk Management**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

### **Conflict of Interests**

You may not without the consent of the Trust engage in any outside employment and in accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. In addition the NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation, other NHS or voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently, whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position, which may give rise to a conflict of interests between any work that you undertake in relation to private patients and your NHS duties.

### **Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

### **Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure that they apply alcohol gel to their hands and also wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

### **Clinical Governance and Risk management**

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

-Taking part in activities for improving quality such as clinical audit

- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continue professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

### **Information Quality Assurance**

As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions.

### **Freedom of Information**

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

### **Management of a Violent Crime**

The Trust has adopted a security policy in order

- to help protect patients, visitors and staff
- to safeguard their property

All employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible.

### **Equal Opportunities**

The Trust aims to promote equal opportunities. A copy of our Equality Scheme is available from the Human Resources department.

Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

### **No Smoking**

The Trust operates a non-smoking policy.

### **Medical Examinations**

All appointments within the National Health Service are subject to pre-employment health screening.

### **Professional Association/Trade Union Membership**

It is the policy of the Trust to support the system of collective bargaining and as an employee in the Health Service, you are therefore encouraged to join a professional organisation or trade union. You have the right to belong to a trade union and to take part in its activities at any appropriate time and to seek and hold office in it. Appropriate time means a time outside working hours.

**IMPERIAL COLLEGE HEALTHCARE NHS TRUST**

**PERSON SPECIFICATION**

**POST:** Deputy Specimen Reception Manager

**DEPARTMENT:** Blood Sciences Charing Cross Hospital

**LINE MANAGER:** Laboratory / Department Manager

<b>ATTRIBUTE/ SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE*</b>	<b>MEASUREMENT</b>
<b>EDUCATION</b>	Degree or Health related equivalent qualification Or Demonstrable equivalent experience.	Scientific Degree  Management qualification.	CV/Application form Original certificates/diplomas
<b>SKILLS/ ABILITIES</b>	Able to prioritise and plan own workload and work to tight deadlines. Ability to work under pressure. Excellent problem solving skills. Dealing professionally, promptly and sensitively with escalated problems, issues and complaints. Ability to work autonomously or as part of a team. Understanding of providing excellent customer service. Professional attitude. A confident approach. Able to influence and gain the confidence of clinicians and staff in other departments within the Trust. Able to deal tactfully with clients and other users of the laboratory service. Excellent written and verbal communication skills. Nurate. Analytical/Problem solving skills. Reliable and trustworthy. Quick to learn and comprehend. Prepared to work with biological materials.	Experience of working in a hospital or laboratory environment. Experience of using patient information systems.  Project management experience.	Application forms/interview/ Assessments
<b>EXPERIENCE</b>	Knowledge and understanding of NHS processes and targets. Supervisory experience in the NHS or other healthcare environment. Experience of dealing with patient and user of the service complaints. Use of patient information systems.	Previous experience in a large busy laboratory.  Project management experience.	Application form/interview/ references
<b>COMMUNICA</b>			

<b>COMMUNICATION SKILLS</b>	<p>Good communication and presentation skills.</p> <p>Able to communicate contentious and or sensitive information to service users and internal colleagues.</p> <p>Track record of influencing and engaging staff.</p>		Application form /interview/ Assessments
<b>PHYSICAL QUALITIES</b>	<p>Able to perform light physical work.</p> <p>Capable of intense periods of concentration.</p> <p>Good hand eye co-ordination.</p> <p>Sufficient ability to fulfil the duties of the post with any aids and adaptations.</p>		

### CLINICAL PROGRAMME GROUP/CORPORATE SERVICE INFORMATION

Clinical and Investigative Sciences, or Clinical Programme Group 6, hosts: The whole of Pathology; Imaging and Interventional Radiology; Clinical Haematology; Therapies and Pharmacy Services; and Experimental Medicine and Clinical Trials. It maps onto two major Divisions in Imperial College, the Division of Investigative Sciences (IS) and the Clinical Sciences Centre. The Programme Group enables the integration of research excellence into clinical practice, and provides a unique environment in which to conduct clinical studies. It aims to initiate and execute local studies and facilitate the research of other Programme Groups in the AHSC.

### INFORMATION ABOUT IMPERIAL COLLEGE HEALTHCARE TRUST

Imperial College Healthcare NHS Trust was launched on 1<sup>st</sup> October, 2007. Made up of five hospitals; Charing Cross, Hammersmith, Queen Charlotte's and Chelsea, Hammersmith, St Mary's and the Western Eye, and integrating with Imperial College London, it is the largest Trust in the UK with an annual turnover of £760 million and employing 9,700 staff. Offering more than 50 clinical specialities, and with one of the largest portfolios of services in the country we expect to treat more than one million patients a year.

The Trust has established the UK's first Academic Health Science Centre (AHSC). The AHSC aims to bring together the delivery of healthcare services, teaching and research in a partnership for the purpose of improving the health of its patients, advancing clinical teaching and scientific invention and innovation.

The Trust's sites:

- **Hammersmith Hospital** - a postgraduate teaching hospital, famous for its research, and a centre for respiratory medicine, rheumatology, cardiac sciences, gastro - intestinal disease, cancer, particularly gastro - intestinal and HPB, lung and solid organ cancers, and renal medicine. It contains the largest clinical research imaging centre in Europe.

- **St Mary's Hospital** - in Paddington is world renowned and provides general hospital services to local communities in West London and beyond, and specialist services in paediatrics, obstetrics, infection and immunity, ophthalmology, robotic surgery and cardiology which are accessed by patients from across the nation and the world. St Mary's is a teaching hospital for academic research and medical education.
- **Charing Cross Hospital** - An undergraduate teaching hospital and a centre for major trauma and serious illness, emergency surgery, neuroscience, vascular services and musculo-skeletal services.
- **Queen Charlotte's & Chelsea Maternity Hospital** - A world-renowned advanced obstetrics and fertility centre, women's health and ambulatory paediatrics services.
- **Western Eye Hospital** - is the inpatient specialist hub for ophthalmic services in West London offering the only 24 hour emergency eye care in London.
- **Imperial College** - is one of the largest and most influential medical schools nationally and internationally with excellent credentials in teaching and research. It is regularly assessed as one of the top three-biomedical research institutions in the UK. It is highly ranked for undergraduate medical education, has an outstanding record of postgraduate medical education and in producing the research leaders of the future. The College has one of the largest operational estates of any UK University. It includes six central London campuses: The main South Kensington campus, Hammersmith, Charing Cross, Chelsea and Westminster, Royal Brompton and St Mary's.