

## Job Description

### 1. JOB DETAILS

**Job title:** Infection Sciences Support Manager

**Accountable to:**

**Managerially** Infection Sciences Operational Manager

**Professionally** Pathology Services Manager

**Location:** Pathology, North Cumbria Integrated Care  
NHS Foundation Trust

### 2. JOB SUMMARY

Manage the day-to-day operation, quality, efficiency and scientific provision in Infection Sciences including quality management, I.T. applications, training and health & safety (H&S). Deputise for the immunology, microbiology and virology team managers in their absence.

All staff are expected to work to the Trust Values:



**Kindness** – Kindness and compassion cost nothing, yet accomplish a great deal.



**Respect** - We are respectful to everyone and are open, honest and fair – respect behaviours.



**Ambition** – We set goals to achieve the best for our patients, teams, organisations and our partners.



**Collaboration** – We are stronger and better working together with and for our patients.

### 3. ROLE OF DEPARTMENT

Provision of a comprehensive service to North Cumbria Hospitals and community. The departments offer core analyses on a frequent basis, processing urgent requests and a variety of specialised tests. The majority of the pathology service is provided on a 24/7 basis. Out of hours cover is delivered via extended working arrangements, on call, or shift patterns according to the urgency and volume of the work.

#### 4. ORGANISATIONAL CHART

Pathology Service Manager  
Laboratory Operational Manager  
**Infection Sciences Support Manager**  
Specialist Biomedical Scientist  
Biomedical Scientist

#### 5. KEY WORKING RELATIONSHIPS

Laboratory Managers.  
Laboratory Consultants / Clinical Scientists  
Other pathology staff.  
Consultants.  
IT and Information departments.  
Procurement / stores department  
Accountant and Finance Department  
Patients, carers and public.  
Mitie  
GP practices.  
Other NHS Trusts.  
Medical, nursing and phlebotomy staff.  
Users of point of care testing equipment.  
Analyser companies / engineers.  
Education & training staff  
Health & Safety Manager  
Pathology Point of Care Testing (POCT) Manager  
Pathology Quality Manager  
Pathology Information and Performance Manager:  
Infection Science Training Officer/Lead  
Infection Science Health & Safety officer

#### 6. DUTIES AND RESPONSIBILITIES OF THE POST

##### **Clinical Technical**

- Participate in the analysis and interpretation of laboratory investigations according to service needs.
- Communicate complex technical and clinical information, especially in critical situations, being responsible for technical authorisation of results and clinical authorisation of reports within agreed protocols.
- Maintain HPC registration and competence to practice through effective development and laboratory experience.
- Comply with infection prevention and control procedures at all times.

- Comply with responsibility to safeguard children, ensuring attendance at appropriate training.
- Resolve staff problems in clinical judgements and analytical results / techniques in the absence of the team manager.
- Act as deputy quality control officer for infection sciences ensuring appropriate IQC and EQA procedures are in place

### **Management**

- Working with immunology, microbiology and virology team managers ensure that standard operating procedures (SOP) for infection sciences are in place and reviewed appropriately.
- Working with immunology, microbiology and virology team managers organise maintenance schedules for all infection sciences equipment, ensuring that results are recorded appropriately and that equipment is being used only by trained healthcare professionals in accordance with the appropriate SOP - via the use of audit tools.
- Organise and maintain quality assurance schemes for Infection Sciences and where schemes are not available organise alternative schemes.
- Identify and report problems within Infection Sciences and providing appropriate support to resolve issues within the department.
- Act as deputy quality control officer ensuring appropriate IQC and EQA procedures are in place
- Act as Infection Sciences Quality Manager and maintain, manage and develop the laboratory quality management system across North Cumbria, taking responsibility for compliance with all UKAS and other quality standards
- Complete and maintain the Infection sciences quality audit programme
- Configure, develop, maintain and operate the infection science element of the QPulse quality management system.
- Manage the review and re-issue of controlled documents.
- Manage the implementation of service improvement and change projects alongside the individual team managers as delegated by the pathology management team.
- Provide support with the daily and weekend system housekeeping, to include system backup.
- Assist in the management of the Telepath / PAS interface, GP and Revive links relating to:
  - a) provision of patient details (PAS) to the laboratory system (Telepath )
  - b) the reporting of Pathology results to PAS / Revive systems
  - c) the reporting of electronic results to all North Cumbria GP practices
- Produce and analyse monthly/annual or ad hoc workload statistics and the forwarding of these to Information Services as required.
- Develop new computer routines as required by the Head of Department e.g. statistical lists, automatic report comment, new tests
- Project manage any developments to IT systems within infection science
- Produce master computer codes for new Consultants, GP's and patient locations

- In the absence of the Pathology Information and Performance Manager, the post holder will be required to liaise with senior members of staff with regard to, e.g. logging of major system faults & co-ordination of a system shutdown.
- Ensure the service is appropriately accredited to train staff at all levels.
- Maintain training documentation to comply with all accreditation and registration standards.
- Act as mentor to less experienced staff as required.
- Organise and deliver training of infection sciences staff where appropriate
- Alongside the Safety Officer/deputy manage health and safety within the department including ensuring appropriate use of protective clothing and safe moving and handling techniques.
- Prepare and conduct H&S competency assessments as required
- Conduct COSHH assessments and risk assessments and ensure they are reviewed and updated.
- Participate in recruitment / selection and appraisal of appropriate staff.

#### **Administration**

- Operate the laboratory computer systems to input and retrieve data, ensuring accurate data input into all computerised systems.
- Adhere to Trust policies, including those relating to Data Protection Act, Computer Misuse Act and Copyright, Designs and Patents Act.
- Operate the electronic quality management system and retrieve/monitor all actions and alerts, ensuring that these are appropriately acted upon by relevant staff. Escalate suboptimal performance to the management team.
- Provide monthly reports for Infection Sciences Management and Audit meetings
- Attend training courses, updates and user group meetings as required
- Contact users on a routine basis to promote the service and liaise with senior members of staff to address any outstanding issues

#### **Education**

- Perform departmental induction and training programmes for staff, in conjunction with the training officer.
- Manage training requirements for all staff in Infection Sciences, undertaking the role of training supervisor, acting as lead for planning and monitoring.
- Participate in departmental educational programmes.
- Undertake continuing professional development, including mandatory and statutory updating, maintaining a portfolio.
- Participate in research and development, audit and surveys as required, in collaboration with laboratory management.
- Train staff (including outside the laboratory) in all procedures.

## **7. WORK SETTING AND REVIEW**

Work independently to objectives as set by the operational manager, who will review performance and undertake appraisal.

## **8. INDIVIDUAL RESPONSIBILITIES**

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

## **9. CONFIDENTIALITY**

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

## **10. HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## **11. RISK MANAGEMENT**

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

## **12. EQUALITY AND DIVERSITY**

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

## **13. SAFEGUARDING**

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

#### **14. INFORMATION GOVERNANCE**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

## PERSON SPECIFICATION

**POST TITLE: Infection Sciences Support Manager**

Factor	Essential	Desirable
Qualifications	BSc in biomedical science or equivalent. HPC registration. MSc in healthcare science or equivalent.	Postgraduate certificate in quality management or equivalent Health and safety certificate or equivalent Foundation management certificate or equivalent “Train the trainer” certificate of equivalent
Experience	Working practices in infection sciences disciplines. Staff supervision within an NHS laboratory. Use of information systems at a system applications level or higher. Quality management systems Health & Safety procedures	Audit. QMS software Collation and presentation of information. Completion of Certificate of Competence/ Specialist portfolio with external assessment Delivering training including to non-lab staff
Knowledge	Continuing professional development with portfolio. Training requirements in UK clinical laboratories. Trust and department H&S procedures. Quality management POCT technology & regulations	Equality impact assessment. ISO 15189 standards.
Skills and Aptitudes	Technical competence with ability to supervise staff in any section of the department. Effective communication and interpersonal skills. Good team worker with ability to motivate and influence a team, fostering good professional practice. Ability to use in-house IT systems and competence with word processing, spreadsheet and database software. Good hand-eye coordination.	Ability to perform complex statistical analysis of data and interpretation.



	<p>Leadership skills. Ability to instigate procedures for corrective action. Ability to formulate, perform and evaluate training. Ability to deputise for the team manager.</p>	
Personal Circumstances	<p>Commitment to CPD. Positive and optimistic Confident Well motivated and innovative</p>	
Other requirements	<p>Flexible approach to working patterns. Able to travel between hospital sites and more widely, according to service needs.</p>	Driving licence.

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.