

# Quality Manager (Radiotherapy)

## Job Description & Person Specification –

A summary of the role responsibilities and person specification

### Why Our Trust?

#### Terms and conditions

**Post – Radiotherapy Quality Manager**

**Department - Radiotherapy**

**Band – 7**

**Salary – Agenda for change**

**Location – Bristol Haematology and Oncology Centre**

**Annual leave – Up to 33 days dependent on NHS Service**

**Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)**

#### Job Purpose

- To have responsibility for maintaining and improving the Quality Assurance System in the Radiotherapy Department at Bristol Haematology & Oncology Centre, ensuring continuing compliance with the ISO9001:2015 standard. The post holder will also assist in the setting of performance standards and effecting improvements in practice.
- To act as key link to BSI, along with the Medical Physics QA Manager, leading continuous development and improvement of the Quality Assurance system. They will coordinate and monitor the Quality improvement plan, working closely with key stakeholders.
- To maintain accurate statistical data for radiotherapy treatments.
- To assist in the implementation and development of a clinical governance framework for the radiotherapy department.
- To assist in all aspects of department management, deputising jointly for the head of Radiotherapy as and when required, in the appropriate forum.
- To be involved with the development of radiotherapy services in general.

The postholder may be required to work shifts including evenings, and bank holidays and to participate in a oncall rota.

#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### What you'll love about working here

**UHBW has been rated by the CQC as 'Good'** - Our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

**A digital exemplar**- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust** - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly

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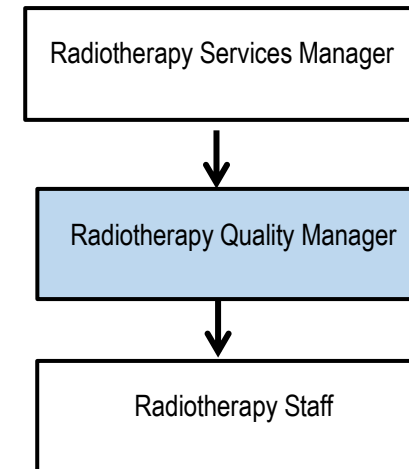
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### Main Duties and Responsibilities

#### **Clinical Practice:**

- Be responsible for the management of the Quality Assurance System covering all aspects of the radiotherapy process
- Be responsible for the review of all policies and procedures relating to the Quality Management, developing a programme for the maintenance of the systems' documentation
- Standardise such documentation and ensure that it is authorised, issued and controlled.
- Ensure that appropriate and updated documents are available in the relevant areas and that staff are familiar with the documented procedures.
- Work closely with all staff in preparing the documentation and thereby encourage ownership of the Quality System, providing assistance in the writing of work instructions and procedures.
- Recommend and implement changes to the quality management system in order to satisfy BSI, the Trust and departmental requirements.
- Maintain records of all nonconformities within the Radiotherapy Department and ensure appropriate action is taken.
- To lead on the management of clinical incidents within the department ensuring their appropriate management.
- Promote close multidisciplinary communication, ensuring that the Radiotherapy quality System interfaces with other disciplines as appropriate.
- Be responsible for the production of accurate monthly statistical data for National TRDS submissions on behalf of the managers of BHOC.
- Provide statistical data as and when required from other interested parties.
- To take an active role in the Clinical Governance Programme, attending the Divisional Clinical Governance meetings to update the Division on QA matters.
- To link quality System functions to Clinical Governance requirements
- Provide back up to the radiographers on the treatment floor, maintaining working knowledge of radiotherapy techniques and calculations.

### Organisational Structure



### Key Relationships

Therapeutic Radiographers including Consultant, Specialist and other review radiographers, Clinical Oncologists, Medical Physics, CNSs, GPs, Nurses both within the department and in the community, Same Day Emergency Care Oncology Unit staff.

External auditors such as BSI and CQC inspectors, Divisional managers and Clinical Governance leads.

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- Practise within the framework set out by the Society of Radiographers Statements of professional conduct and the Health Professions Council Standards of Conduct, Performance and Ethics to maintain the professional standards of self.
- Apply knowledge of hazards and biological effects of radiations to their practice within a risk-benefit philosophy and adhere to the Ionising Radiation Regulations 2017 and IRMER Regulations 2018.

### Professional Leadership/Management:

- Have responsibility for planning and initiating six monthly internal audits and external assessments, including monitoring the progress of audits and reporting findings.
- Have responsibility for ensuring that Senior Management understand the requirements of the system.
- Take an active role in Risk Management by monitoring the effectiveness of corrective and preventative actions taken within the quality system.
- Work closely with the Quality Manager from Medical Physics
- Demonstrate the ability to manage workload independently
- Facilitate the participation of staff in clinical evaluation, audit and research.
- Ensure quality awareness is maintained amongst all staff and that new staff have training at initial induction.
- To be able to analyse and draw valid conclusions from available results and information, considering staff, patients and available resources when making decisions
- To facilitate meeting the objectives of visitors to the Department
- To maintain the professional standards of self and junior staff.

### Education and Professional Development:

- Work collaboratively to identify, plan and deliver programmes to meet personal and professional development needs of self and others, including acting as an Appraiser for radiotherapy staff.

- Demonstrate an ability to reflect on practice and promote continual professional development including accessing professional clinical supervision, which may be interprofessional.
- Plan and implement programmes and activities for the education and training of colleagues, multidisciplinary teams and the wider healthcare teams as appropriate.
- Be able to develop appropriate strategies for continuing self-audit and self appraisal in order to evaluate their performance in relation to service delivery and effect change accordingly.

### Research and Service Development:

- To keep abreast of national Quality initiatives and directives and act as a resource for the Radiotherapy Services Manager and other BHOC managers to enable decisions regarding the radiotherapy service to be made.
- Act as a lead auditor for Internal Quality audits including planning and organising them, monitoring progress and reporting findings.
- To develop new partnerships in the best interest of the service.

***Any other duties negotiated with the post holder, to develop their role in the organisation.***

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**Personal Profile** - (E) = Essential (D) = Desirable

### Knowledge and Experience

- Experience of working with ISO 9001:2015 (E)
- Have an understanding of the role of Quality management in Clinical Governance (E)
- Experience of clinical leadership (E)
- Experience of auditing practice (E)
- Experience of service development (E)
- Knowledge of national developments in radiotherapy techniques/advances (E)
- Experience of report writing and data manipulation (E)
- Experience with student /support worker education (E)
- Research experience (D)

### Aptitudes

- Ability to think quickly, assess situations and make appropriate decisions (E)
- Demonstrate the following interpersonal skills – tolerance, sensitivity and empathy with staff and clients (E)
- Anticipate problems and take preventative action or set up contingency plans (E)
- Reliability to work well under pressure (E)
- Flexibility in working hours (E)
- Demonstrate ambition in personal and service development (D)
- Understanding of financial frameworks (D)

### Skills and Abilities

- Basic IT skills (E)
- Ability to communicate well at individual, team and departmental and interdepartmental levels. (E)
- Written and oral presentation skills (E)
- Show initiative and be responsive to service needs. (E)
- Appreciate the multi-disciplinary nature of the service (E)
- Reflect on practice for continuing self-audit (E)
- Able to carry out moderate physical effort throughout the working day and carry out concurrent activities. (E)
- Ability to educate/train colleagues at all levels (D)

### Qualifications and Training

- DCR (T) or BSc (Hons) State Registered Therapeutic Radiographer or equivalent Experience/Quality in Quality Management. (E)
- Post graduate education / training appropriate to their area of practice (E)
- Post graduate qualification in radiography, research or other relevant subject (D)

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### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace health and wellbeing

The Trust Workplace Wellbeing Framework encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.

### Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.