

JOB DESCRIPTION	
Job Title:	Operational Manager Blood Transfusion
Department:	Pathology
Division:	F&CSS
Salary Band:	8a
Accountable To:	Managerially responsible to Blood Sciences Department Manager Professionally responsible to Clinical Leads for Haematology and Blood Transfusion
JOB SUMMARY	
<p>The post holder is a key member of the Blood Sciences Management Team, responsible to the Blood Sciences Department Manager for all aspects of the day to day operational delivery of a high quality and responsive Blood Transfusion service on all the Hampshire Hospitals Foundation Trust (HHFT) hospital sites, Alton Community Hospital, Sarum Road Hospital, Hampshire Clinic and primary care operated on a 24/7 basis.</p> <p>This is a leadership role with responsibility for supporting the Blood Sciences Department Manager in the development of both a medium and long term strategy for the HHFT blood sciences service as part of a multi-disciplinary hub and spoke pathology model, delivered across all sites, encompassing service improvement and redesign.</p> <p>The post holder will be responsible for the scientific and technical management of the service, including quality & regulatory requirements and appropriate training programmes for all staff within the department.</p> <p>They will have responsibility for the day-to-day management of staff, including appraisal reviews, acting as a panel member for recruitment and selection and undertaking the initial stages of Trust HR policies, including grievance, conduct and capability.</p> <p>The post holder will support the service in meeting planned quality and activity targets whilst delivering planned efficiencies.</p> <p>The post holder will be an expert in Blood Transfusion, able to analyse and interpret highly complex information and to provide guidance and advice to clinicians and other senior managers.</p>	
KEY RESULT AREAS/RESPONSIBILITIES	
<ul style="list-style-type: none"> Responsible for the delivery of a high quality and effective blood transfusion service on all the Hampshire Hospitals Foundation Trust (HHFT) hospital sites, Alton Community Hospital, Sarum Road Hospital, Hampshire Clinic and Primary Care which meets the needs of users and patients. To champion the development of Biomedical Scientists into multi-skilled cross discipline working team members. To champion the introduction and development of Associate Practitioners (AP) and the development of Clinical Support Workers (CSW) in support of the operation of the RRL. 	

- Manage all aspects of the blood transfusion service across HHFT, Alton Community Hospital , Sarum Road Hospital, Hampshire Clinic and primary care to deliver defined objectives within the resources available, ensuring quality standards are maintained at all times.
- Provide direction to staff ensuring that the department meets both regulatory and accreditation requirements, specifically those of CQC, UKAS, CPA and MHRA.
- Under the leadership of the Blood Sciences Department Manager, to play a key role in the development of the future Pathology strategy across all sites through collaborative working with clinicians, department staff and the pathology management team in order to meet the future needs of the Trust and service users.
- Under the leadership of the Blood Sciences Department Manager and working closely with staff and stakeholders, develop, plan and implement development and improvement projects for the service.
- Responsible for the line management of designated senior staff, supporting and developing them in their role to ensure they provide effective day-to-day management and supervision of staff.
- To lead the development of a management culture within the blood sciences department that fosters individual accountability and the maintenance of high-performing, fully-engaged teams and individuals
- Responsible to the Blood Sciences Department Manager for all aspects of business management including finance, quality management, training and development, supplies management, governance, standards of scientific expertise and staff resources, as they apply to the operation of the blood transfusion service across HHFT to ensure the effective delivery of that service.
- To ensure effective resolution of result enquiries from patients and service users including the provision of complex scientific/technical information and advice regarding patient results, appropriate further tests, and diagnostic or other information.
- Responsible for the technical validation of highly complex results from laboratory investigations to ensure accuracy and precision. To interpret and decide the appropriate course of action when resolving highly complex analytical problems
- Will be the link between the National Blood Service, the Blood Stocks Management Scheme and Specialist Nurse Liaison organisations to ensure the appropriate level of cross disciplinary education material, courses and meetings within the Trust.
- Will provide effective management to the Transfusion Practitioners (TP) across both sites and provide the specialist lead on the electronic blood tracking system liaising closely with TPs, IT department and the equipment supplier.
- Ensure that all Risk assessments in their area are completed and reviewed; that staff are aware of them and that staff are aware of and adhere to all relevant safety policies, procedures and

arrangements.

- They support and cooperate with the Health and Safety Coordinators.
- The post holder will be required to split their time between the BNHH and RHCH sites and occasionally work at other Trust locations and non-Trust sites (e.g. Alton Hospital, Hampshire Clinic and Sarum Road)
- The post holder will be expected to participate in the 24/7 out of hours Operational Manager On call roster.

CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS

- To undertake the investigation of accidents, incidents and complaints related to the service ensuring that outcomes and actions are effectively communicated and implemented in line with Trust policies.
- To maintain your laboratory competencies so you are able to participate in the 24/7 shift roster if required.

COMMUNICATION

- To communicate effectively with all Pathology staff including clinical staff, other pathology operational managers and other personnel within the division regarding all aspects of service delivery.
- To support the development and maintenance of a culture of open, two-way communication at all levels within the department, through effective personal communication and operating communication systems and approaches that take account of the working patterns and requirements of all staff.
- To communicate with related professional and educational bodies such as Clinical Pathology Accreditation (CPA), UKAS, MHRA, Health & Care Professions Council (HCPC) and universities, ensuring compliance, quality and effective training for staff.
- Responsible for the provision of statistical information as required for external reporting to UKAS, Annual Management review and internal reporting on audits and on the department activity
- Maintain good working relationships with other Trust staff in particular other Pathology disciplines, Finance, Procurement, Human Resources, Health4Work (Occupational Health), IT, and Estates to support the operational delivery of the departments service.
- Maintain good communication with clinicians and other service users regarding patient pathways and the relevance, range and repertoire of tests.

- To communicate with service users, other laboratories and healthcare workers providing highly specialised scientific/technical information to support patient care.

PLANNING AND ORGANISATION

- Responsible for the planning and organisation of the workload within all blood transfusion sections across HHFT.
- Responsible for the implementation of new technology and service development in the department ensuring all relevant documentation, procedures and training processes are reviewed, updated and amended accordingly.
- To support the delivery of service improvements and efficiencies from rationalisation, centralisation and multidisciplinary working.

BUDGETARY AND RESOURCE MANAGEMENT

- To support the identification and delivery of cost improvement plans (CIP) and efficiencies in line with Divisional and Trust requirements.
- To be responsible for the purchase of laboratory consumables and minor assets, ensuring that the ordering of consumables and provisions complies with Trust Standing Financial Instructions and to be an authorised signatory for the departmental budget on orders up to £2,000.
- To assist the department in the acquisition of new equipment with support from the Procurement Department, and participating in tender evaluation.
- To provide data including workload data and financial information from areas of responsibility as required for budget monitoring and monthly forecasting.

STAFF MANAGEMENT

- To lead and manage the scientific and support staff within the department on a day-to-day basis, ensuring all are fully supported in order to help maximise individuals' contribution to the department.
- To be responsible for the management of the departments staff rosters, ensuring within available resources the provision of the staffing levels and skill mix necessary to deliver the departments services.
- To work with the Pathology Training Manager to promote the continual development of staff through internal courses, educational meetings, update courses, in-house cases presentations and development programmes, in addition to external courses and meetings.

TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES

- To participate in and support the research and development activities of the laboratory including

the testing and evaluation of new methods and equipment.

- Responsible for organising the provision of support, training, assessment and development for all new and trainee staff to ensure appropriate levels of competency of all staff.

TRUST VALUES

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:-

- **Compassionate, caring about our patients.**
- **Accountable and responsible, always looking to improve.**
- **Respectful for all and show integrity in everything.**
- **Encouraging and challenging each other to always do our best.**

CORE ROLE OBJECTIVES

- To ensure the efficient and effective management of resources; Pay and Non-Pay.
- To ensure the delivery of a high quality pathology service that meets the needs of users patients/clinicians within delegated budgetary resources.
- To recruit and retain high quality team members.
- To ensure the pathology service delivers an excellent Patient Experience within delegated budgetary resources.
- To manage the Pathology Department in line with Trust Values

ROLE MANAGEMENT KEY SKILLS AND COMPETENCIES

- To acquire and maintain the key management skills and competencies as defined in the Procedure for the Management of Pathology.
- To responsible for providing objective personal evidence of meeting roles Scientific and Managerial; Objectives, Key Skills and Competencies.

ADDITIONAL INFORMATION

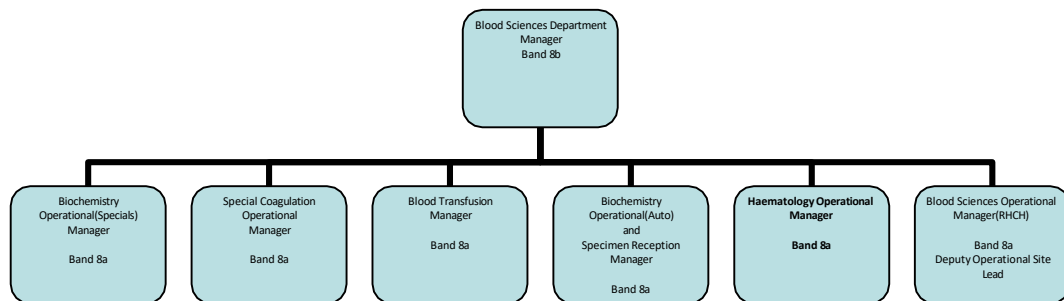
This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire Hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

ORGANISATION STRUCTURE



PERSON SPECIFICATION	
Job Title: Operational Manager Blood Transfusion	
Training & Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Education to MSc or equivalent professional qualification • Evidence of continued management and scientific learning and development • HCPC Registration as Biomedical Scientist 	<ul style="list-style-type: none"> • Management qualification
Experience & Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Track record of delivering safe, high quality biomedical sciences services • Experience of a specialist pathology scientific service, procedures and advanced theoretical knowledge acquired through further technical and scientific courses and instrument training • Track record of effective management of financial and human resources • Proven record of successful operational management at senior level in a complex healthcare setting • Understand the details of DH guidelines and legislation and interpret its practical application to the laboratory • Understanding of Clinical Governance and the implications for pathology services including experience of quality issues and audit • Evidence of promoting innovation, delivering individual ideas and the development of ideas in other. • Extensive knowledge of current professional issues. • Track record of effective partnership working with internal and external stakeholder • Evidence of promoting innovation, delivering individual ideas and the development of ideas in others 	<ul style="list-style-type: none"> • Demonstrable evidence of managing complex services and teams • Proven record of successful strategic management at senior level in a complex healthcare setting • Evidence of successfully managing complex change programmes
Skills & Ability	

Essential	Desirable
<ul style="list-style-type: none"> • Strong leadership and people management skills with the ability to motivate and develop staff • Able to gain respect, credibility and confidence of clinical and non clinical staff at all levels both within and outside pathology services. • Ability to plan, organise, prioritise and delegate work • Ability to train and impart skills and knowledge to other colleagues. • Ability to seek and implement latest developments in professional practice and research. • Ability to analyse and synthesise complex data which requires comparison of a range of options to make a judgement. • Ability to work under pressure within a complex environment • Excellent oral and written communication skills • Ability to troubleshoot and repair complex analytical equipment requiring a high degree of manual dexterity and precision 	<ul style="list-style-type: none"> • Advanced IT skills, e.g. spreadsheets and databases
Other Specific Requirements	
Essential	Desirable
	<ul style="list-style-type: none"> • Hold a current Driving Licence

Post holders signature:

Date:

Managers signature:

Date:

APPENDIX A

ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS
<p>Confidentiality During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.</p> <p>Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.</p> <p>These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.</p> <p>Equality and Diversity The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.</p> <p>The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.</p> <p>Quality & Safety Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adults policy.</p> <p>The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.</p> <p>Vetting & Barring Scheme The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.</p> <p>It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.</p> <p>Infection Control To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.</p> <p>Governance and Risk Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of</p>

conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Safeguarding

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trusts Policies.

Training & Personal Development – Continuous Professional Development

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.