



CELLULAR PATHOLOGY OFFICE LEAD

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Cellular Pathology Office Lead
Band	Band 4
Directorate	Clinical Support Services/Pathology Centre
Accountable to	Cellular Pathology Operational Manager
DBS Required?	No

JOB SUMMARY

- Responsible for ensuring robust systems are in place for the management and co-ordination of the Cellular Pathology office, providing comprehensive administrative support and knowledge to the Consultant Histopathologist team, and management team in Pathology.
- To provide leadership to the Cellular Pathology Admin & Clerical team to successfully achieve the current Histology cancer waiting times target.
- To provide high level, professional and confidential support to the Operational Manager and Lead BMS covering all aspects of the service provision, ensuring the delivery of a high-quality histology service.

- There will be a requirement for some weekend working as part of this role this will be in line with the 6/7 day working in the Laboratory

MAIN DUTIES & RESPONSIBILITIES

1. Communication

- Communication and escalation to the senior pathology management team regarding the Histology Department's performance and trends monitoring the 2 week waits turnaround times. (2WW TAT)/Cancer Escalations.
- Liaison with service users including the team external to pathology sensitive information including breaches to local and national benchmarks.
- Responsible for working with colleagues across Pathology MSE and maintaining the Trust's good relationships with external agencies including other Trusts.
- Use a variety of approaches in liaising with histology users and colleagues within Pathology to gain the best outcome for the service in line with departmental objectives.
- Produce, review, and finalise high quality responses to complaints in line with the Trust's procedures and protocols.
- Regularly promote and encourage open communication to ensure good wellbeing in the workplace.

2. Analytical and Planning

- Co-ordinate activities and weekly rotas to ensure appropriate cover for all administrative tasks and co-ordination of the Multi-Disciplinary Team's (MDTs) needs.
- Maintain high standards of work performance, identify, and take appropriate remedial action as necessary. Following both Trust and UKAS guidelines reporting and trending in house and external errors and incidents, liaising with the governance team.
- To ensure the TAT of urgent specimens is continuously monitored supporting the cancer alliance in all patient pathways. Validation of any breaches of 7/10 day turnaround times and any urgent cases that are close to the breach date.
- Regularly liaise with the Cancer Team leads providing contact, knowledge and support for any urgent cases supporting the patient's pathway by monitoring the daily histology Cancer Escalation list, ensuring all consultants are regularly updated with outstanding cases.
- Ensure that the Histology department has a clear work plan and exercise judgement to ensure that the department's objectives are achieved within the agreed timescales.
- To implement and monitor the regular checks of amended and supplementary reports created, tracking progress and return, supervising the tracking role within the team.
- To be responsible for ensuring the Cancer Team and Skin team receive weekly cancer statistics.

3. Clerical Duties

- As the Office Manager, ensure that the general administrative tasks are co-ordinated appropriately prioritising as required the scanning request forms and monitoring filing/shredding system.
- Undertake the typing of all correspondence and composing letters / reports / macros and other documentation as required.
- Ensure that there are robust systems to record any material sent or received in the department.
- Overseeing the validation of complex TAT's

4. Policy and Service Development

- To write, review and manage the administrative SOPs (Standard Operating Procedures) and support the consultant Histopathologist teams with quality-controlled documents and SOP within Q-Pulse for the department adhering to strict ISO UKAS accreditation for Cellular pathology.
- Regularly review SOPs, contributing to enhancing the service through recommendations and revisions as required; cascading to the team effectively to ensure that there are required changes to practice in a standardised way.
- To be responsible for regularly reviewing administrative errors and attend regular department meetings reviewing Trust incidents, recording, and trending any required information.
- To minute and regularly attend the Histopathology Sub-group meetings for Cellular Pathology staffing.
- To raise any incidents using the Trust incident system and review, monitor and feedback any information.
- To be responsible for the Mortuary submission on a weekly basis.

5. Financial and Physical Resources

- Manage the effective deployment and recruitment of staff within the agreed financial establishment.
- Support the senior management team in identifying opportunities and efficiencies in relation to workforce management.
- Identify best service model for administrative support when service developments are being planned.
- Utilise office equipment in a safe and appropriate way, ensuring that maintenance is carried out as required, escalating faults in line with Trust procedures.
- To be responsible for carrying out DSE assessments within the department.

6. Staff Management

- Provide leadership to the Histology Administrative and Clerical staff (A&C), ensuring all staff have annual appraisals, sickness and regular well-being discussions and personal development plans to ensure all staff feel that their contribution is valued.
- To promote cultural change and service ownership of the histology process through the implementation of training packages and coaching to develop staff.

- Regularly promote and encourage open communication to ensure good wellbeing in the workplace.

7. Information Resources

- Ensure the production of regular waiting list and demand/capacity reports and other ad hoc reports as required.
- Attend meetings as invited completing the minutes in line with Trust SOP. In line with liaison with the Chair, ensure that minutes and meeting support is carried out to a high standard.
- Responsible for the design and implementation of audits in collaboration with the Histology Consultants.

8. Effort, Skills and Working

Physical Skills	Require advanced keyboard and data analysis skills and use advance Microsoft Excel, Word, Access functions. E.g., Graphs, Tables and Pivot Tables, Vantage.
Physical Effort	Physical lifting is required for example compiling MDTs, locating histology slides, moving stationery; sitting in position of limited movement due to office environment
Mental Effort	May need to interrupt work to deal with staffing / patient issues or reorganising tasks in order of urgency striving to meet tight deadlines.
Emotional Effort	Regular view and access to patients' cancer results and post-mortem reports.
Working Conditions	Working in a busy, open, office environment embedded within clinical and laboratory staff.

KEY WORKING RELATIONSHIPS

Key Relationships:

Colleagues within the administrative and clerical service
 Colleagues within the senior management team – Pathology
 Consultant Histopathologists
 Pathology laboratory staff
 Pathology senior laboratory



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Educated to GCSE level or equivalent in experience • ECDL or equivalent experience in computer data entry and the use of Microsoft Office applications 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Advanced user of Microsoft software packages including Outlook, Word, Excel, PowerPoint & Access • Significant knowledge and experience of computer systems within an NHS healthcare setting • Experience of leading and managing a large team, including chairing meetings • Experience of working with multidisciplinary teams at all levels • Success in working collaboratively across professions, services, and organisational boundaries • Ability to work independently and process information quickly to identify risk and priorities for the Trust. 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent communication skills, both verbally and written • Analytical skills and report writing experience 	

<ul style="list-style-type: none"> • Able to work under pressure, deliver on tight timescales and respond to emotionally charged situations calmly and with confidence • Ability to problem solve • Motivational to all Trust staff regarding outpatient / Radiology systems • Effective leadership skills • Demonstrate ability to work as part of a team 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Able to be assertive when necessary, using influencing, persuasive and negotiation skills • Conscientious and reliable, with excellent attendance record 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

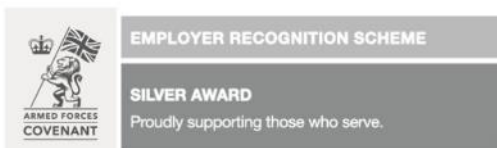
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

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