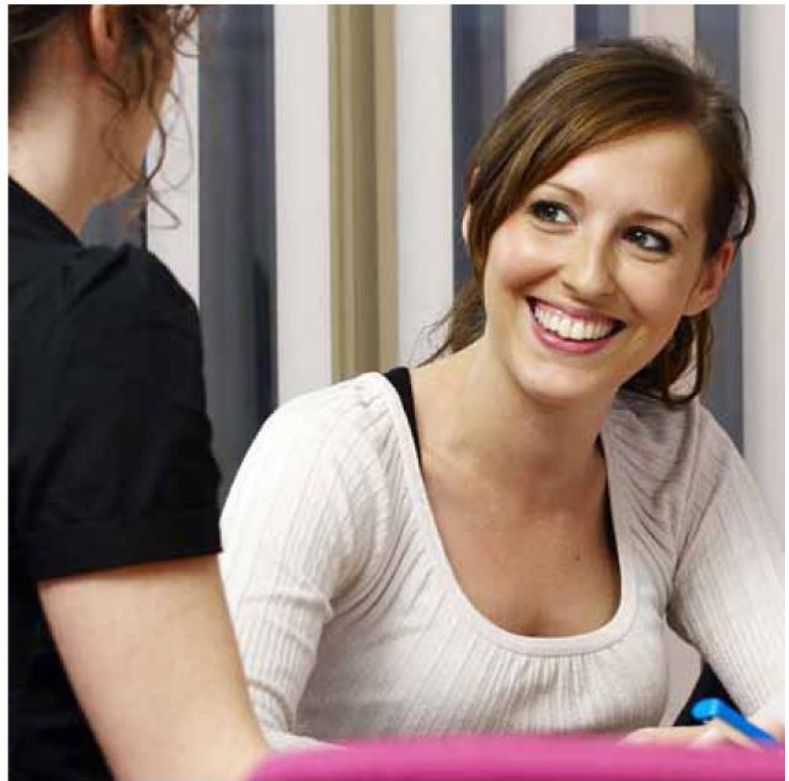


Job description and specification



Phlebotomist Band 3



JOB DESCRIPTION

JOB TITLE: Phlebotomist

BAND: 3

RESPONSIBLE TO: Phlebotomy Supervisor

KEY RELATIONSHIPS:

| Internal | External |
|---|--|
| Own Team Line Manager Community Reception Team Courier Service | Pathology Department Queens Hospital GP's and other referrers |

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will achieve this by:

Providing a venepuncture service to Patients and Service Users at various Community Health Centres and to housebound patients. The Phlebotomist will work under the direction of the Phlebotomy Supervisor and will ensure a clean, comfortable and safe environment for service users.



Key Responsibilities:

1. To collect blood samples from patients who visit the Health Centre using Vacutainer or Butterfly methods, ensuring that the correct colour bottles are used for each sample.
2. To collect blood samples from all allocated Housebound patients using Butterfly or Vacutainer methods, ensuring the correct colour bottles are used for each sample
3. To correctly label all samples once taken and package them in the appropriate manner ready for transportation to the laboratory
4. To transport blood samples to the laboratory if and when required

Front of House

1. Receive and make telephone calls as required. Divert calls and take messages ensuring accuracy of detail and prompt appropriate delivery
2. To present a calm and friendly image to clients.
3. To monitor and record all visitor details

Computer/Administration

1. Input patient data onto relevant system. Being able to retrieve reports from RiO or equivalent..
2. Liaising with IT Department concerning problems with soft / hardware.
3. Access your e mail in box on a weekly basis to keep up to date with Manager's and Organisation's information

Communication

1. Recognising and responding to clients who have communication barriers. Ensure an effective and efficient front of house service is provided to patients and any other visitors to the clinic area.
2. Deal with all general enquiries, communicate procedures and make new and follow-up appointments.
3. To check patient details are correct and explain the procedure to the patient and ensure that the patient is comfortable throughout the procedure.
4. To liaise with the Hospital to ensure that all bottles are delivered
5. To communicate with service users including booking appointments.
6. To use the patient data forms available and ensure that you correctly list all relevant patient information that is requested
7. Be willing to take an active interest in the service you provide, ensuring that you promote the service wherever possible to ensure a high level of attendance from patients

Specific Tasks directly related to the post:

1. To complete weekly stock checks to ensure there is adequate quantities of consumables and place orders for any stock requirements through the ordering system.
2. Maintain cleanliness and hygiene to all working areas within the room including the worktops, trolley and equipment.



3. Maintain a high standard of cleanliness when visiting housebound patients ensuring that you adhere to policies and procedures at all times
4. To dispose of clinical and domestic waste as per organisational policies
5. A U.K drivers licence and access to a vehicle is crucial as you will be required to drive to housebound patient appointments as well as driving to various Health Centres (except where excluded under DDA)
6. Flexibility is essential as you may be asked to work extra/unsociable hours often
7. To use any other performance related documents such as patient questionnaire forms and waiting time forms
8. To provide basic first aid to patients who may faint due to the procedure
9. To work autonomously during clinical sessions and escalate to line manager for support if required
10. To complete Datix documentation to report incidents.
11. The post holder will be expected to use own initiative during clinical sessions and escalate to line manager when necessary
12. To communicate with GP's and District Nurses on a regular basis regarding housebound patients and ensure all parties keep to process and procedures of referring housebound patients
13. To monitor the housebound service to ensure patients are being seen within time constraints given and feedback any issues or ideas back to Manager
14. Be willing to provide practical training/induction or observe and rate any newly qualified staff /agency from any community health service
15. Be willing to attend any training and development in line with the needs of the organisation
16. To be flexible in your position as the need may arise for you to be stationed at various centres at various times
17. The ability to frequently work unsociable hours
18. Maintain department administration
19. To undertake duties commensurate with your grade
20. To complete and produce evidence for your personal development plan as part of ongoing Key Skills framework



Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.



Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines



[Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



Person Specification

Guidance

- Information already listed in the person specification should remain.
- All rows that are marked with a * and highlighted in yellow can have information added to them.

| | Essential | Desirable | Measurement |
|---|-----------|-----------|---|
| Demonstration of Trust Values | | | |
| Putting people first | ✓ | | Application Form Interview Assessment |
| Prioritising quality | ✓ | | Application Form Interview Assessment |
| Being progressive, innovative and continually improve | ✓ | | Application Form Interview Assessment |
| Being professional and honest | ✓ | | Application Form Interview Assessment |
| Promoting what is possible, independence, opportunity and choice | ✓ | | Application Form Interview Assessment |
| Qualifications | | | |
| NVQ level 2 or equivalent standard of literacy and numeracy | ✓ | | Application Form Interview Assessment |
| Accredited Qualification in Venepuncture | ✓ | | Application Form Interview Assessment |
| Basic First Aid Qualification | ✓ | | Application Form Interview Assessment |
| Experience | | | |
| A U.K drivers licence and the ability to use a car on a daily basis. The vehicle must have Business insurance which includes the transportation of bloods/specimens | ✓ | | Application Form Interview Assessment |



| | | | |
|--|---|---|----------------------------|
| Minimum 2 years experience in taking bloods. | ✓ | | Application Form Interview |
| Minimum 1 years experience providing a Domiciliary service | | ✓ | Application Form Interview |
| Experience of Training junior members of staff in clinical and administrative procedures | ✓ | | Application Form Interview |
| Experience of responsibility for maintaining stock of clinical supplies and other basic Administrative duties including arranging appointments | ✓ | | Application Form Interview |
| Be familiar and conversant with blood collection equipment in terms of their use and function | ✓ | | Application Form Interview |
| To comply and understand how to take corrective action in case of an untoward event. | ✓ | | Application Form Interview |
| To comply and understand how to take corrective action in case of an untoward event. | ✓ | | Application Form Interview |
| Some paediatric experience. | | ✓ | Application Form Interview |
| Understanding of legal, ethical and professional issues associated with paediatric venepuncture. | | ✓ | Application Form Interview |
| Knowledge | | | |
| Ability to understand office procedures and work on own | ✓ | | Application Form Interview |



| | | | |
|--|---|---|---------------------------------------|
| initiative within appropriate guidelines | | | |
| Have a working understanding of general Phlebotomy principles. | ✓ | | Application Form Interview |
| Skills | | | |
| Basic awareness of IT and IT skills | ✓ | | Application Form Interview Assessment |
| Excellent oral and written communication skills | | ✓ | |
| Ability to work Unsupervised | ✓ | | Application Form Interview |
| To remain positive and constructive under pressure | ✓ | | Application Form Interview |
| Other | | | |
| Ability to demonstrate tact, empathy and sensitivity when dealing with staff, patients and external contacts | ✓ | | Application Form Interview |
| Ability to demonstrate duties to new staff if required | ✓ | | Application Form Interview |
| To be aware and demonstrate the Trust Values | ✓ | | Application Form Interview |
| To be able to travel effectively throughout the Trust | ✓ | | Interview Assessment |
| Ability to exercise discretion | ✓ | | Application Form Interview |
| Able to remain professional at all times. | ✓ | | Application Form Interview |
| Ability to frequently | ✓ | | Application Form |



| | | | |
|--|---|--|-------------------------------|
| work unsociable or extra hours according to service requirements | | | Interview |
| Be an effective team member | ✓ | | Application Form Interview |



