

Job Description

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|---------------------------------------|---|
| Job Title: | Phlebotomist |
| Band: | Band 2 |
| Department: | Phlebotomy |
| Care Group: | 6 |
| Reports To: | Phlebotomy Manager |
| Accountable To: | Matron |
| Professionally Accountable To: | Associate Chief Operating Officer |
| Responsible For: | |
| Main Base/ Site: | Scarborough, York Hospital, Selby War memorial, Stadium monks cross, Tadcaster and Sherburn medical centre |
| Contract Status: | <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Fixed Term <input type="checkbox"/> Other: |
| AfC Ref Number: 62/2023 | |

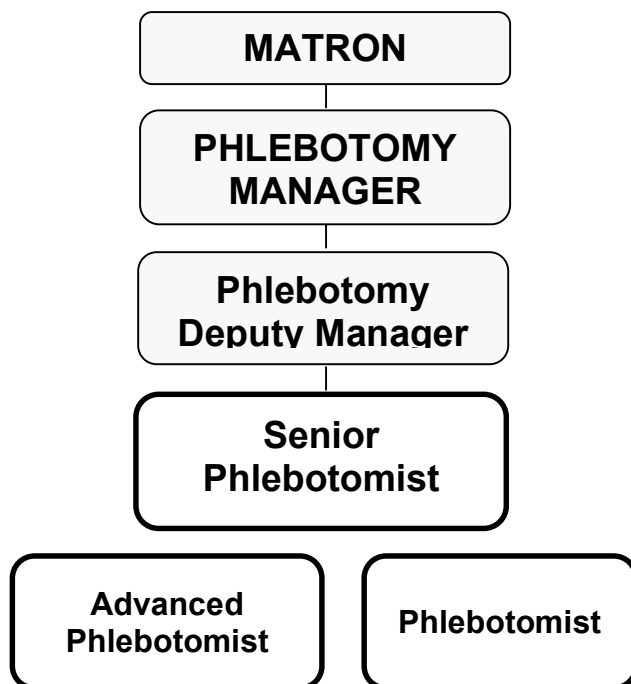


JOB SUMMARY

To collect blood samples from patients including Paediatric through venepuncture as requested by clinicians and other appropriately authorised doctors and health professionals. To collect blood samples safely with compassion and dignity of patients, and the needs of other clinical services. To ensure blood samples are collected in appropriate containers, labelled correctly, and prepared and dispatched to relevant laboratory sections in a timely and correct manner. To ensure correct ANTT is used for cannulation and Blood Cultures and accurate documentation is recorded for any cannula inserted.

To contribute to the provision of an efficient, high quality service and ensure that proficiency and competence and personal and professional standards of that group are maintained. To travel and work across all phlebotomy service areas and locations.

ORGANISATIONAL CHART



KEY RELATIONSHIPS

Matron
Phlebotomy Staff
Clinical Support workers
Laboratory Medicine Staff
Nursing Staff
Medical Staff

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

- To work closely with Medical, Nursing, and Laboratory staff to provide a rapid blood collection service, which is sensitive to service requirements on individual Wards, OPD or GP practices as appropriate.
- To provide high quality, timely and effective phlebotomy services to patients in designated areas as directed
- To support phlebotomy in new and existing Clinical Services within the Trust.
- To provide support and reassurance to patients when preparing them for venepuncture /Cannulation, including patients with learning disabilities or language difficulties.

Conduct and behaviour

- Demonstrate a courteous, sympathetic, compassionate and helpful approach to patients, relatives and visitors at all times.

- Act as an ambassador promoting the corporate image of York and Scarborough Teaching Hospitals NHS Foundation Trust, to all individuals, groups and external organisations, to sustain public confidence and trust.
- Act as a positive role model for all Trust employees.
- Demonstrate a positive professional working relationship with colleagues and other members of the Trust by promoting open communication, trust and respect.
- Establish and actively maintain clear professional boundaries at all times with patients, and any one close to them e.g. relatives, friends.

2. Knowledge, Training and Experience

- To work without direct supervision and within defined limits by following departmental and Trust protocols (including Standard Operating Procedures.
- {SOP's}) and senior staff, Manager by telephone or bleep for help and advice as necessary.
- To have responsibility for assessing the suitability of veins for venepuncture/cannulation and competently selecting most appropriate site.
- To produce accurate labelling on all samples containers using legible handwriting, ensuring strict attention to detail for the purpose of guaranteeing samples are labelled with correct patient details.
- To effectively work alongside clinical support supporting with cannulation and the collection of blood samples.
- Knowledge and understanding of the needs of the patient.
- Undertake recognised assessors' course for venepuncture & cannulation.

3. Analytical Skills

- Reference to judgements they may have to make, e.g. clinical, patient assessments; analysis of data trends; staffing cover arrangements; prioritisation of appointments.
- Requirement to plan and organise and the level of responsibility, planning individual patient care/ discharge planning; service improvement programmes/ projects; staffing rotas; development of strategic plans.
- Undertake I.T training to competently use CPD/ICE to access and print patients request forms. Competently use ORDERVIEW, PATIENT ACCESS, and EMAILS.

4. Planning and Organisational Skills

- What they use information resources for, e.g. data entry; typing of documents, e.g. letters; taking of formal minutes; creation of data reports/ presentations; modification of databases/ systems.
- Participation in R&D activities, undertakes audits; clinical trials.
- Participation in and/ or provision of training or clinical supervision of staff.
- To communicate effectively with clinicians, nurses and other service users as relevant.
- To communicate effectively with other staff including within the department of Laboratory Medicine.
- To take part in a weekend rota to maintain phlebotomy services across the Trust.
- To ensure efficient planning and prioritisation of individual workload.
- To report any incidents or information which may affect the phlebotomy service.
- To communicate errors or faults to senior staff in the event of equipment or system failure to the Manager or Senior phlebotomists.

5. Physical Skills

- Dexterity.
- Prolonged periods of time stood.
- High patient footfall in outpatients, busy ward environment.

6. Responsibilities for Patient/ Client Care

- To assist in the induction of new staff as directed by Manager.
- Undertake recognised assessors course for venepuncture & cannulation
- Knowledge and understanding of the needs of the patient
- To ensure safe practice following I.P.C protocols, offering a competent, efficient service for patients
- To work safely, with regard to the safety of patients, colleagues and others in conformance with current legislation and codes of practice

7. Responsibilities for Policy and Service Development

- To contribute to the review process of SOP's under the direction of the Manager and according to departmental policies.
- To Follow I.P.C policy and protocol
- To ensure compliance with COSHH regulations and risk assessments in the handling of any hazardous materials.
- Understands what is meant by quality improvement and how this contributes to the delivery of safe and effective care for patients/service users.
- Actively contributes to quality improvement projects to develop skills in improvement methodology.

8. Responsibilities for Financial and Physical Resources

- To participate in the monitoring of supplies and consumables and to advise the Manager when approaching minimum stock levels

9. Responsibilities for Staff/ HR/ Leadership/ Training

- To assist in the induction of new staff as directed by Manager
- To assist in training other staff members, junior phlebotomists, medical students and student nurses in venepuncture, as directed by manager, working closely with Clinical skills facilitators.
- Undertake I.T training to competently use CPD/ICE to access and print patients request forms. Competently use ORDERVIEW, PATIENT ACCESS, and EMAILS
- To participate in mandatory training programmes as required
- To participate in Individual Development Review in accordance with Trust Policy.
- To participate in training programmes and Continuing Professional Development (CPD) appropriate to the post and in line with agreed Personal Development Plan within the Phlebotomy Department
- Gain underpinning knowledge surrounding specialised blood collection

10. Responsibilities for Information Resources

- To produce accurate labelling on all samples containers using legible handwriting, ensuring strict attention to detail for the purpose of guaranteeing samples are labelled with correct patient details
- Reference to judgements they may have to make, e.g. Clinical, patient assessments; analysis of data trends; staffing cover arrangements; prioritisation of appointments
- Undertake I.T training to competently use CPD/ICE to access and print patients request forms. Competently use ORDERVIEW, PATIENT ACCESS, and EMAILS
- After 2 years' experience and having acquired the care certificate (or equivalent qualification) to progress to advanced Phlebotomist
- To maintain confidentiality at all times

EFFORT AND ENVIRONMENT

Physical Effort

- Prolonged periods of time standing, kneeling, bending and walking
- High patient footfall in outpatient and busy ward environment
- Regular requirement to lift/ push/ pull patients/ objects

Mental Effort

- Exposure to sensitive, emotional, distressed Adults and children
- Work with immunocompromised patients

Emotional Effort

- Work with potentially aggressive patients/ clients (verbally or physically)
- Demonstrate empathy and compassion at all times

Working Conditions

- Exposure prone procedures (e.g. surgical invasive procedures)
- Regular work with patients with TB/ handling of TB specimens –
- Regular use of display screen equipment
- High patient footfall in outpatient and busy ward environment.
- Risk of blood or body fluid exposure
- Work with potentially aggressive patients/ clients (verbally or physically)

Health and Safety:

1. To work safely, with regard to the safety of patients, colleagues and others in conformance with current legislation and codes of practice.
2. The post holder will ensure compliance with all Health and Safety regulations in the handling of all specimens, particularly high risk and potentially infectious specimens.
3. To ensure compliance with COSHH regulations and risk assessments in the handling of any hazardous materials.
4. The post holder will comply with Local Rules for Health and Safety including departmental security and fire awareness.
5. To fully understand the procedure, and follow it appropriately, in the event of a needlestick injury.
The post holder has a personal responsibility to report any accidents, adverse incidents or breaches of Health and Safety to more senior staff in the line management structure

KEY VALUES

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

STANDARD GENERIC ITEMS:

The post holder will uphold and support these values in accordance with the Behavioural Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change as the organisation and services develop and wherever possible change will follow a consultation with the post holder.

JOB AGREEMENT:

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|-----------------------------------|--|
| Job Holder (PRINT NAME) | |
| Job Holder (SIGNATURE) | |
| Date | |

| | |
|---|--|
| Recruiting Manager (PRINT NAME) | |
| Recruiting Manager (SIGNATURE) | |
| Date | |

Person Specification

Phlebotomist/Advanced Phlebotomist

| Criteria | Essential | Desirable |
|---|---|--|
| Education, Qualifications and Training | Educated to GCSE standard or equivalent Willingness to undertake further training | Qualification English and Mathematics |
| Experience and Knowledge Required | E.g. Awareness of current issues in health care Standards of Professional Practice Experience of working face to face with the general public including the handling of complaints. Understanding of Information Governance and Confidentiality. Understanding of equality and diversity issues and how this affects patients, visitors and staff. | Previous Phlebotomy experience Health care experience, transferrable skills Knowledge of Patient Safety and Policies and Procedures for each individual skill. |
| Skills and Attributes | Ability to organise and prioritise Good communication at all levels both verbally and in writing and in a responsive and professional manner. Ability to build working relationships with colleagues within the team and across specialities. Good IT skills to be able to input data on systems and utilise email. Ability to work to policies and procedures and maintain confidentiality | Dexterity |
| Aptitude and Personal Qualities | Flexible & adaptable Ability to work as a team | • |
| Values & Behaviours | Ability to demonstrate our organisational values and behaviours: | |

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| | <ul style="list-style-type: none">• We are Kind.• We are Open.• We pursue Excellence. | |
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