

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Senior Phlebotomist |
| **Reports to**  | Blood Sciences Deputy Manager |
| **Band**  | 3 |
| **Department/Directorate**  | Specialist Services |

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| **JOB PURPOSE**  |
| * The post holder is responsible for supporting the Lead Phlebotomist.
* In the absence of the Lead Phlebotomist, to act as the leader of the Phlebotomy Team.
* To perform venepuncture on adult patients.
* Collection of blood samples from patients, staff and also patients with difficult venous access referred by GP’s and other Healthcare organisations.
* 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 work in ward environment as well as outpatient clinics.
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To support to Lead Phlebotomist in managing acute Trust and Outpatient phlebotomy caseload.
* To provide day to day supervision of a team of up to 30 phlebotomists, and deputise for the Lead Phlebotomist. Specific duties include:
	+ To understand protocols and procedures and ensure staff adhere to them.
	+ Provide induction and arrange training for all new staff / agency workers.
	+ Ensure effective risk management by accident/incident reporting
	+ Maintain self and staff mandatory training at required levels.
	+ Monitor and maintain stock levels of equipment.
* To collect blood samples from patients, including those that are terminally ill, confused, agitated and mentally ill.
* Understand the anatomy and physiology of the vein and surrounding tissue including major arteries and nerves.
* To be familiar with and understand the full range of Pathology blood tests and their required sample tubes and post phlebotomy transport requirements.
* Answering patient questions regarding collection techniques and offering additional resources on the collection process, if the patient requests them.
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: To provide supervision to a team of up to 30 phlebotomists.No. of Staff reporting to this role: Day to day supervision of 30 The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. This will include verbal, written and electronic media.  Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| Phlebotomy ManagerLead PhlebotomistPhlebotomistsPatientsOrder Communications TeamInfection Control TeamHospital Medical and Nursing staff Consultant Medical staffLaboratory staff | Suppliers of blood collection consumables |
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved
* Supervision and support available.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Provide and receive routine information, to inform work colleagues, patients, and other healthcare workers.* To help provide an effective communications system for sharing information within the team and to other appropriate health care staff.
* To liaise with medical and nursing staff regarding special patient requirements that effect phlebotomy.
* To deal with enquiries from the general public and health care staff regarding phlebotomy issues.
* In a caring and sensitive manner to explain the procedure to the patient and relatives or staff members caring for the patient. This includes communicating and conveying information to individuals who may have physical or learning disabilities.
* To ensure the Lead phlebotomist is informed of any incidents, complaints or issues in a timely manner
* Collects samples from patients with learning disabilities/language difficulties; information may be sensitive.
* Communicate with patients in a caring and sensitive manner utilising persuasion, reassurance, tact, and empathy.
* Understand the implications of patient physical impairment and the Mental Capacity Act and act to assess and overcome barriers to understanding as appropriate.
* Explain factual information about the procedure to the patient.
* Liaise with Medical and Nursing staff regarding special patient requirements that affect Phlebotomy.
* Deal with enquiries from the general public and the ward staff regarding Phlebotomy issues.
* Provide and receive confidential information requiring at all times a manner which illustrates compassion and respect for privacy and dignity.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Judgements involving facts or situations, some requiring analysis The post holder will be required to:* Resolve day to day issues involving sample collection e.g. mislabelled or mislaid specimens
* Assess, before blood sampling, the patient with regard to existing clinical conditions, e.g. axillary lymph nodes previously removed, existing cannulation and infusion and the decision to be made with regard to the site for venesection.
* Select the most appropriate equipment and method for venepuncture based on the clinical assessment of the patient.
* Understand the hazards of taking blood samples from high risk patients, e.g. HIV/Hep A, B, C positive, MRSA, active TB and take the necessary Infection Control precautions.
* Complete individual risk assessment for each patient.
* Assess patients on more than one level and manage aggressive and abusive behaviour and language.
* Support patients when they are distressed, including patients who are needle phobic, both before and after the procedure.
* Recognise the complications of venepuncture in patients with tortuous, thin walled thrombosed and inflamed veins and veins that should not be used.
* Understand the contraindications for performing venepuncture.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| Organises own day to day work tasks.Deputises for Lead Phlebotomist to:* Organise straightforward activities, some ongoing.
* Organise day to day allocation of work for the service
* Plan, organising and maintain staff rotas.
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| **PATIENT/CLIENT CARE**  |
| Provides basic clinical services to patientsTo collect blood samples from all allocated patients using Butterfly or Vacutainer methods, ensuring the correct colour bottles are used for each sample.The post holder will* Have direct patient contact.
* Be required to conduct an invasive procedure to enable the collection of blood samples from patients (Obtains samples for testing).
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| **POLICY/SERVICE DEVELOPMENT**  |
| Implement policies, propose changes to practices, procedures for own area.* Be involved in setting phlebotomy standards and implementing change.
* Support the development of departmental policies and procedures.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Safe use of equipment other than equipment used personally.
* Maintain stock control of all consumables associated with the collection of blood samples.
* Cleaning equipment associated with blood collection for use by others (e.g. scanners, printers, trolleys).
* Orders supplies associated with the collection of blood samples.
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| **HUMAN RESOURCES**  |
| * Demonstrates own Phlebotomy duties.
* Supervises daily operations, ensuring staff are properly trained, scheduled, and compliant with safety and quality standards.
* Co-ordinates other Phlebotomists.
* Provides advice, guidance and training to new staff.
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| **INFORMATION RESOURCES**  |
| Records personally generated clinical informationHand writes labels on blood sample tubesThe post holder will be required to use multiple IT systems to:* Correctly identify patients.
* Correctly identify what tests and specimens are required.
* Accurately record blood collection details.
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| **RESEARCH AND DEVELOPMENT**  |
| Undertakes surveys/audits as necessary to own work; may occasionally participate in R&DThe post holder will occasionally be required to collect samples to support research work and trials. |
| **PHYSICAL SKILLS** |
| Highly developed physical skills where accuracy important;Excellent hand eye coordination to ensure that the collection of blood samples is carried out safely, successfully and with minimal discomfort to the patient. |
| **PHYSICAL EFFORT** |
| Frequent requirement for sitting or standing in a restricted position for a substantial portion of the time/frequent light physical effort for several short periodsThe post holder will be required to:* Utilise safe and correct manual handling techniques to manoeuvre patients in preparation for the venepuncture process.
* Ensure they adhere to correct manual handling whilst collecting the samples to avoid injury to themselves or the patients.
* Use the correct manual handling techniques to support fainting patients to prevent injury to themselves and the patient.
* Be physically able to both work on and walk between wards across the Trust site for 4 hours.
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| **MENTAL EFFORT** |
| General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention. The post holder will be required to:* Concentrate continually for the shift to ensure patients are being correctly identified and that the correct blood specimens are collected.
* Be aware of the patient at all times to ensure they are not unduly in discomfort or are about to react physically or have a fainting episode.
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| **EMOTIONAL EFFORT** |
| Occasional exposure to distressing or emotional circumstancesTo collect blood samples from patients, including those that are terminally ill, confused, agitated and mentally ill. |
| **WORKING CONDITIONS** |
| Frequent, highly unpleasant working conditions.Daily exposure to blood.The post holder will occasionally be exposed to verbal and physically aggressive abuse by agitated or confused patients.Requirement to use Visual Display Unit equipment more or less continuously on most days. |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  |

PERSON SPECIFICATION

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| **Job Title** | Senior Phlebotomist |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**NVQ level 3 or equivalent standard of literacy and numeracy.Care certificate (or equivalent qualification / experience). | EE |  |
| **KNOWLEDGE/SKILLS**Phlebotomy experienceKnowledge of anatomy/physiology, pathology and infection control.Good knowledge of the hazards of taking blood samples.Excellent eye/hand co-ordination.General IT skills.Excellent communication skills, utilising persuasion, reassurance, tact, and empathy.Understands requirements of working with sensitive & confidential information.Able to work with nervous, distressed and challenging patients.Able to work in a busy and occasionally distressing environment and remain calm.  | EEEEEEEEE |  |
| **EXPERIENCE** Trained PhlebotomistExperience of using an electronic requesting system e.g. EPICAbility to deal with departmental issues including workload management and problem solving | EE | D |
| **PERSONAL ATTRIBUTES** Able to work autonomously and as part of a team.Good attendance record.Must be able to follow SOP’s.Must be able to work unsupervised and make decisions independently about managing workload.Must be able to manage emotionally challenging situation including dealing with patients who are terminally ill, confused, agitated and mentally ill. | EEEEE |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.  | EE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | Y |  |  |  | F |
| Contact with patients | Y |  |  |  | F |
| Exposure Prone Procedures | N |  |  |  | F |
| Blood/body fluids | Y |  |  |  | F |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  | M |  |
| Mental Effort  | Y |  | O |  |  |
| Emotional Effort  | Y |  | O |  |  |
| Working in isolation | Y |  |  |  | F |
| Challenging behaviour | Y |  |  |  | F |