

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | **Medical Laboratory Assistant** |
| **Reports to** | **Reception Supervisor** |
| **Band** | **AfC Band 2** |
| **Department/Directorate** | **Blood Sciences/Reception, Pathology, CSS NDDH** |

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| **JOB PURPOSE** |
| To assist biomedical scientists and managers in the provision of a high-quality Blood Science service. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Medical Laboratory Assistant will be based in North Devon District hospital.  The post holder will fulfil all tasks and work as part of the Blood Science team.To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager. The position may include weekend, evening and public holiday work. Flexibility to cover sickness and annual leave is essential. |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Reports to and is managed by a Senior Biomedical Scientist. Trained and supervised by Specimen reception supervisor.  The post holder works with supervision close by and is guided by SOPs.  The post holder will be required to complete local competencies. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| **Communication and Relationship Skills**  Uses telephone, face to face, written and email communication methods as appropriate with a limited range of people on day-to-day matters.  To answer telephone and to re-direct telephone calls to appropriately qualified staff. This requires basic knowledge across a wide range of analytical procedures.  Contributes towards the integrity and reputation of the department by ensuring harmonious relationships between self and managers, colleagues, patients and other staff groups.  To perform office duties including franking, posting and internal mail distribution.  To print/post pathology reports where applicable. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| **Analytical and Judgement Skills**  Analysis and judgement are required for job related facts e.g. To solve problems such as mislaid or mislabelled specimens.  Receipt, checking and barcode-labelling of incoming specimens. Attention to detail is essential. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| **Planning and Organisational Skills**  Organises own day to day work tasks  To help prioritise urgent specimens. |
| **PATIENT/CLIENT CARE** |
| **Responsibility for Patient and Client Care**  To receive and prepare patient specimens (mainly blood and urine) for analysis. To perform basic clinical technical services, routine diagnostic test samples for lab support work |
| **POLICY/SERVICE DEVELOPMENT** |
| To follow standard operating procedures (SOP) determined by appropriately qualified staff.  To comply with laboratory policies in relation to Health and Safety, Welfare, Fire, Security and Confidentiality.  To attend regular statutory health, Safety and Fire lectures and ensure awareness of the Trust Health and Safety Policy and individual responsibility required by such policies.  To participate in regular Development and Review. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| **Responsibility for Financial and Physical Resources**  To assist in stock control and to order supplies through senior laboratory staff.  To perform daily maintenance, checking, calibration and quality control of laboratory analysers. |
| **HUMAN RESOURCES** |
| **Responsibility for Human Resources**  To assist in the training of new MLA staff. |
| **INFORMATION RESOURCES** |
| **Responsibility for Information Resources**  To use the laboratory computer in accordance with Trust policies in the provision of information to appropriate persons.  Receipt, checking and barcode-labelling of incoming specimens. Attention to detail is essential.  Use of visual display units for the entry of patient and test data of own workload into the computer system.  To keep accurate logs for equipment, materials and the environment within Pathology and external blood banks. |
| **RESEARCH AND DEVELOPMENT** |
| **Responsibility for Research and Development**  Comply with Trust requirements and undertake surveys as necessary to own work.  To prepare and store samples for occasional clinical trials. |
| **PHYSICAL SKILLS** |
| **Physical Skills**  To use laboratory equipment safely as guided by SOPs.  Specific requirement to develop hand-eye co-ordination with speed and accuracy. |
| **PHYSICAL EFFORT** |
| **Physical Effort**  To use laboratory equipment safely as guided by SOPs.  To develop hand-eye co-ordination with speed and accuracy.  To help with laboratory housekeeping, waste control, receiving and despatching supplies including blood and blood products. This may involve bending, lifting and pushing trolleys with loads up to 10kg on a weekly basis not longer than 20mins.  Ability to walk and stand for long periods.  Ability to work at a computer for long periods. |
| **MENTAL EFFORT** |
| **Mental Effort**  High levels of concentration required for preparing, checking and testing specimens and performing a wide range of tasks.  Working accurately at all times and especially under pressure at busy times.  Coping with interruptions, eg, telephone calls.  To concentrate without a break, often for prolonged periods (greater than an hour) whilst preparing specimens. |
| **EMOTIONAL EFFORT** |
| **Emotional Effort**  Rarely, to answer the telephone to distressed patients and angry clients and to prepare specimens from family and friends whilst maintaining patient confidentiality.  Ability to cope with exposure to a variety of clinical situations. |
| **WORKING CONDITIONS** |
| **Working Conditions**  To work on a daily basis with both contained and un-contained, potentially infectious bodily fluids, solids and tissues.  To prepare specimen containers and laboratory chemicals using measuring and weighing techniques.  To perform manual and automated tests on specimens under the supervision of HCPC Biomedical Scientists.  To work in potentially hazardous conditions (infection, chemical, equipment).  Coping with high temperatures.  Ability to concentrate and work accurately in a noisy environment with distractions.  Wearing of Personal Protective Equipment as required.  Exposure to potentially hazardous bodily fluids and chemicals.  Daily use of display screens (VDU) for prolonged periods.  There will be significant changes in equipment and infrastructure as part of the pathology restructure so these posts will develop and change but it is not anticipated that there will be substantial changes of roles and responsibilities attached to this post. There will be changes to work practices as new equipment, IT solutions and infrastructure develop throughout the restructure process. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute 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 infection  As 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. |
| **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** |
| **GENERAL**  This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.  We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.  We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.  We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.  All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.  If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010  **SAFEGUARDING**  To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.  To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.  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.  **HEALTH AND SAFETY AT WORK**  The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.  **INFECTION CONTROL - ROLE OF ALL STAFF**  It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.  All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:   * Attending mandatory and role specific infection prevention education and training. * Challenging poor infection prevention and control practices. * Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents   **CONFIDENTIALITY**  You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure. |

PERSON SPECIFICATION

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| **Job Title** | **Medical Laboratory Assistant Band 2** |

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| **Requirements** | **Essential** | **Desirable** |
| QUALIFICATIONS/SPECIAL TRAINING :  5 GCSEs including English, Maths and at least one science.  Full training in aspects of the post as covered by the job description will be given. | E |  |
| KNOWLEDGE/SKILLS:  Basic science, literacy and numeracy.  Keyboard skills, neat handwriting and attention to details.  Telephone and communication skills. | E  E  E |  |
| EXPERIENCE:  None essential, but previous lab experience would be an advantage; full training given. | D |  |
| PERSONAL REQUIREMENTS:  Quick learner who can take on a variety of different tasks.  Ability to plan and prioritise a variety of tasks.  Professional and helpful attitude.  Ability to work both in a team and under own initiative.  Level of fitness to allow manual dexterity, manual handling and hand/eye co-ordination.  Work rapidly at busy times.  Ability to cope with exposure to a variety of clinical situations.  Aware of necessity for patient confidentiality.  High levels of concentration required for preparing, checking and testing specimens and performing a wide range of tasks.  Ability to work in sometimes noisy and hot surroundings.  Wearing of personal protective equipment as required.  Ability to work with bodily fluids, solids, occasional tissue samples and chemicals of varying hazard. | E  E  E  E  E  E  E  E  E  E  E  E |  |
| 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 | E  E |  |

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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 |  |  |  | X |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | Y | X |  |  |  |
| Blood/body fluids | Y |  |  | X |  |
| Laboratory specimens | Y |  |  |  | X |
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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) | Y | XX |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  | X |
| 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 |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | X |  |
| Mental Effort | Y |  |  | X |  |
| Emotional Effort | Y | X |  |  |  |
| Working in isolation | Y |  | X |  |  |
| Challenging behaviour | N |  |  |  |  |