



## Northern Devon Healthcare NHS Trust

### JOB DESCRIPTION

**Job Title:** Phlebotomist/Healthcare Assistant

**Band:** Band 2 (This post is subject to formal matching. The Band is confirmed but there may need to be some revision to the JD required in the future)

**Responsible To:** Outpatient Lead Nurse

**Accountable To:** Service Manager Outpatients/Clinical Matron

**Section/Department/Directorate:** Planned Care

#### **Job Purpose:**

The Phlebotomist is a member of the outpatient team. The person will have venepuncture skills and be able to perform this task on inpatients and outpatients, collecting blood samples by recommended procedure and protocols as requested by medical staff. To ensure optimum use is made of all resources. The post holder is expected to demonstrate procedures to supervise qualified and/or unqualified staff.

#### **Context:**

The **Phlebotomist** will work within the outpatient clinic and on the wards as required.

The post holder will fulfil all tasks and work as part of a 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 Outpatient Lead Nurse.

#### **Key Working Relationships:**

Service Manager/Clinical Matron

Outpatient Lead Nurse

Registered Nurses

Healthcare Assistants

Clinicians

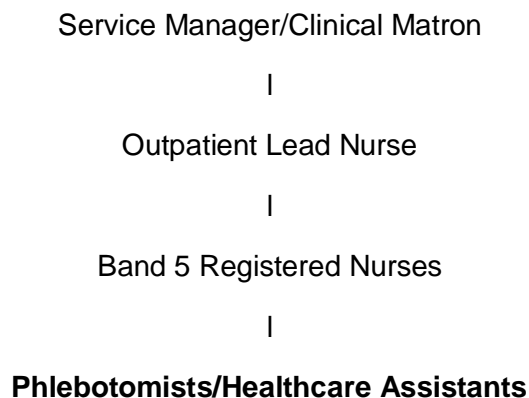
Receptionists

Ward Clerks

Learners Working within the Clinical Environment

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.

### **Organisational Chart:**



### **Key Result Areas/Principle Duties and Responsibilities**

The post holder will be an integral part of the Phlebotomy and Outpatients team. To actively take part in meeting the needs of the patients and of the service in accordance with agreed standards. The post holder will develop essential competencies through training and practice to ensure safety and quality are the priority.

### **Communication and Relationship Skills**

Communicate using appropriate verbal and non-verbal methods, in a variety of situations that may involve overcoming physical and psychological barriers.

Deal with telephone enquiries sensitively and initiate appropriate action e.g. booking tests

Receive patients and relatives in a helpful and friendly manner

Act in a professional manner at all times in what they do and say when interacting with patients, colleagues, other service users and visitors.

To protect and maintain confidentiality at all times.

To ensure health education advice is given to patients appropriately.

Maintain the confidentiality of information concerning patients, visitors and staff.

### **Analytical and Judgement Skills**

Obtain specimens following training and assessment.

Identifies and takes action when own or others behaviour undermines equality and diversity.

Keep clinical and staff areas pleasant, safe, clean and tidy.

Clean equipment as required.

### **Planning and Organisational Skills**

When on the wards organise and plan own work load.

### **Physical Skills**

Push the phlebotomy trollies from department to areas of work and continue this throughout the shift meeting the needs of the ward.

Be flexible to work around patient equipment on the wards.

Awareness of what to do if a patient feels ill or faint.

### **Responsibility for Patient and Client Care**

Participate as a member of the team providing the highest standard of patient care, ensuring their comfort and safety.

### **Responsibility for Policy and Service Development**

To carry out all duties in a professional manner, adhering to policies and procedures of the Trust and conforming to current legislation concerning Health and Safety at work.

Be aware of and work in accordance with the policies and procedures of the department and the Trust.

Be aware of and work in accordance with the Trust infection control standards.

### **Responsibility for Financial and Physical Resources**

Maintain the clinical area in an organised and professional manner – clean and tidy, well stocked and in good order.

Keep storage in good order.

Keep waste to a minimum.

### **Responsibility for Human Resources**

To undertake any relevant training and to be active in developing knowledge and skills to support practice, under the guidance of the Education Facilitator.

### **Responsibility for Information Resources**

Enter and update patient information utilising computerised information systems where required.

Report all accidents/ incidents to the responsible manager.

Understand and adhere to the procedure for handling complaints and ensure they are dealt with promptly and sympathetically.

Be able to report clinical incidents and be familiar with DATIX to report incidents.

### **Responsibility for Research and Development**

To act under direct supervision in regard to any tasks involved in research and development within the phlebotomy team.

### **Decision Making**

Work according to the Performance of Venepuncture Standing Operating Procedure.

### **Physical Effort**

Daily Work involves frequent standing/walking, moving equipment, manual handling in restricted positions.

### **Mental Effort**

Work pattern is unpredictable and subject to interruptions.

### **Emotional Effort**

Daily work involves looking after anxious ill patients.

### **Working Conditions**

Frequent daily contact with bodily fluids.

## 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 The Trust's 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 postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

## STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- 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.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

## **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 process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty 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.

## SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 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 and practice of safeguarding applies to adults, in line with The Care Act 2014, in relation to the worker's role, which will include recognising the types and signs of abuse and neglect.

The worker's line manager should be 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 Northern Devon Healthcare Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of adults, at risk of abuse / neglect, and children and young people ensuring that they are protected from harm.

Northern Devon Healthcare Trust ensures that the Trusts Safeguarding Children Policy, Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff.

## JOB DESCRIPTION AGREEMENT

**Job holder's Signature:** .....

**Date:** .....

**Manager's Signature:** .....

**Date:** .....





## PERSON PROFILE/SPECIFICATION

|             |                       |
|-------------|-----------------------|
| Job Title:  | Phlebotomist          |
| Grade:      | Band 2                |
| Department: | Outpatient Phlebotomy |

| Criteria Required           | Essential   | Desirable                                 |
|-----------------------------|---|---|
| QUALIFICATIONS & TRAINING : | <p>Good standard of education<br/>NVQ2 or QCF2 in Care</p> <p>Venepuncture<br/>Certification/competency</p>   | Experience in Outpatient Phlebotomy.      |
| SPECIFIC KNOWLEDGE/SKILLS:  | <p>Good communication and telephone manner.</p> <p>Ability to deal with rapidly changing situations and a variable workload</p> <p>Ability to multi task whilst remaining calm and polite</p> | Experience within acute hospital setting. |
| Special Experience          | Good people skills, especially the sick, elderly, patients suffering from a mental illness.   |   |
| Physical Skills & Effort    | <p>Constant standing/walking/pushing a trolley.</p> <p>Manual dexterity to take blood.</p> <p>Assists patients with walking/sitting and other activities.</p>                                 |   |
| Emotional Effort            | Provides emotional support to the multi-disciplinary team,  |   |

|               |  |  |
|---------------|--|--|
|               | <p>patients and families/carers.</p> <p>Resilient and calm under pressure.</p> <p>Ability to be flexible.</p>                    |  |
| Mental Effort | <p>Concentration required for venepuncture and identification and labelling of specimens.</p> <p>Maintain standards of care.</p> |  |

| HAZARDS :                                   |   |                                |   |  |   |
|---|---|--------------------------------|---|--|---|
| Laboratory Specimens<br>Proteinacious Dusts |   | Clinical contact with patients | X | Performing Exposure<br>Prone Invasive Procedures | X |
| Blood/Body Fluids                           | X | Dusty Environment              |   | VDU Use  | X |
| Radiation                                   |   | Challenging Behaviour          | X | Manual Handling                                  | X |
| Solvents                                    | X | Driving                        |   | Noise  |   |

|                         |  |               |  |                      |
|-------------------------|--|---------------|--|----------------------|
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |
| Cytotoxic drugs         |  | Night working |  |                      |

Work in a professional and harmonious way with other members of the team and support services to the laboratory service.

Undergo annual development and review and act on agreed development plan.

### **General**

Ensure safe practice to minimise the risks of infection to patients and staff in accordance with National and Trust Policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy.

Be aware of and work within the policies and procedures adopted by Northern Devon Healthcare Trust.

Carry out other duties as may be required and which are consistent with the responsibilities of the post. Learn new skills associated with the role.

Attend mandatory training relevant to post as specified by the Trust.

Adhere to the Northern Devon Healthcare Trusts Confidentiality guidelines.

Adhere to the Trust's Policy on Fire Prevention, No Smoking and Health and Safety.

### **Communication and Working Relationships**

Line Manager

Unit/Ward/Department Nursing Team

Multi-Disciplinary Team

Other Trust/PCT Departments e.g. Pharmacy, Pathology, Radiology, Patient Management Team (PMT), Community Teams and Sodexho.

Patients

Carers/Families