

JOB DESCRIPTION

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 an Enhanced Disclosure Check.

The Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community, regardless of age, disability, gender, race, religion or sexual orientation. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

1. JOB DETAILS

Job Title: Senior Healthcare Assistant (Phlebotomy)
Band: 3
Reports To: Outpatient Lead
Directorate: Surgery

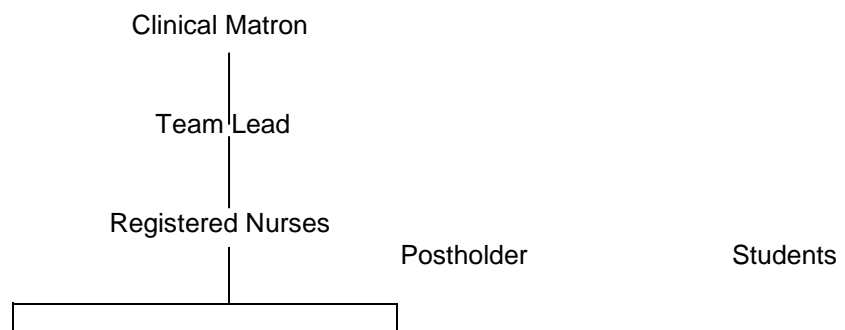
2. JOB PURPOSE

- To contribute to the delivery of patients' individual care programmes.
- To collect blood samples from patients and staff, including those with difficult venous access.
- To practice in accordance with Trust standards and statutory requirements and operate within the boundaries of the role and assessed competencies.

3. KEY WORKING RELATIONSHIPS

Clinical Area: Clinical Matron
 Team Lead
 Nursing Staff
Multi-disciplinary Team: Support Services

4. ORGANISATION CHART



Key: — Denotes Line Management Accountability

5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Phlebotomy

- To collect blood samples from patients, including those that are terminally ill, confused, agitated and mentally ill.

- To regularly lone-work and in isolation at community sites away from the wider team.
- To support clinics for partnered Trust, Devon Partnership Trust, within Psychiatric Outpatients.
- To ensure that high standards are maintained in patient identification in compliance with Standard Operating Procedures
- To 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
- To complete individual risk assessment for each patient from the set question list.
- When taking blood from renal patients to assess their venous access and where possible take blood from their hands.
- To select the most appropriate equipment and method for venepuncture based on the clinical assessment of the patient
- To 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
- Understand the anatomy and physiology of the vein and surrounding tissue including major arteries and nerves
- To recognise the complications of venepuncture in patients with tortuous, thin walled thrombosed and inflamed veins and veins that should not be used
- To understand the contraindications for performing venepuncture
- To assess patients on more than one level and manage aggressive and abusive behaviour and language
- To support patients when they are distressed, including patients who are needle phobic, both before and after the procedure
- To be familiar with and understand the full range of Pathology blood tests and their required sample tubes and post phlebotomy transport requirements
- To be able to work independently and make own decisions regarding procedures and techniques to be used across a variety of community settings, including the patient's own home.
- To be competent in using the MyCare system and other related external clinical systems.
- Stock management via internal and external systems, trouble shooting and escalating concerns.

Quality Management

- To participate in the monitoring and use of nursing and patient care standards.
- To participate in the implementation of action plans to improve patient care standards and services.
- To participate in the implementation of improvements to working methods and practices.
- To participate in and contribute to improvements and changes within the Directorate and Trust.

Financial Management

- To participate in the monitoring and control of the use of resources within budgetary limits.
- To participate in developing the financial awareness of the team so that individual staff contribute to the efficient use of resources.

Information Management

- To contribute to the collection, recording and storage of information.

Staff Management

- To contribute to the supervision, development and coaching of other support workers so that they function effectively within the roles and responsibilities as laid down by the Trust Vision for Nursing
- To develop own supervisory skills and competence.

Professional development

- To practice in accordance with standards as laid down by the Trust.
- To develop own knowledge and practice
- To participate in a personal development review in accordance with knowledge and skills framework.

Other

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling
- To contribute to and work within a safe working environment
- The post holder is 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.
- To undertake any other duties commensurate with the role.

THE TRUST - PURPOSE AND VALUES

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

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 costeffective 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.

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, the Trust reserves the right to insist on changes to your job description after consultation with you.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call 01392 207462.

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.

PERSON SPECIFICATION

POST: Senior Healthcare Assistant BAND: 3

REQUIREMENTS	At Recruitment	At PDR
<u>QUALIFICATIONS/SPECIAL TRAINING:</u>		
NVQ3 in Health & Social Care or Diploma Level 3 or equivalent qualification, or care experience and commitment towards working for NVQ3 or equivalent qualification.	E	E
Completion of the Care Certificate programme provided by the Trust within required timescales.	E	E
Demonstrate evidence of own competence and continuous personal and clinical development.	E	E
Completion and competency of Venepuncture and enhanced phlebotomy skills.	E	E
Basic IT Skills – Microsoft Office and Email	E	E
<u>KNOWLEDGE/SKILLS:</u>		
Basic knowledge of Surgical / Medical patients	E	E
Undertake simple dressings	E	E
Measure and record blood pressure, oxygen saturation, temperature, pulse and monitor fluid balance	E	E
Remove intravenous cannula	E	E

Assist in reporting care and transfer of continuing care between shifts	E	E
Take an active role in the facilitation and education of other Healthcare Assistants	E	E
Escort patients for investigations	E	E
Venepuncture for routine blood tests	E	E
EXPERIENCE: Recent experience of care for patients in an acute hospital setting as a Senior Healthcare Assistant. Outpatient nursing experience.	D D	E E
PERSONAL REQUIREMENTS: Communicates well, is able to respond to patients with respect and empathy Works well as a team member Good attendance record Able to work in a busy environment Able to work under the direction of trained members of staff carrying out instructions as necessary Empathetic approach with vulnerable patients	E E E E E E	E E E E E E
OTHER REQUIREMENTS: Internal rotation Flexibility in day to day working Willingness to undertake training as identified by training needs analysis	E E E	E E E

* Essential/Desirable

HAZARDS:					
Laboratory Specimens		Clinical contact with patients	✓	Performing Exposure Prone Invasive Procedures	
Proteinacious Dusts					
Blood / Body Fluids	✓	Dusty environment		VDU Use	✓
Radiation		Challenging Behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling		Working in isolation	✓
Handling Cytotoxic Drugs					