Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Biomedical Support Worker
Reports to	Associate Practitioner/ Biomedical Support Manager
Band	Band 2
Department/Directorate	Microbiology/ Diagnostics/ Specialist Services

JOB PURPOSE

The purpose of the job is to assist the Biomedical Scientists by way of carrying out procedures in order to aid the provision of a high-quality Microbiology Service across Royal Devon University Healthcare NHS Foundation Trust.

To work as part of the Microbiology team in the efficient preparing and processing of clinical specimens for Microbiology testing, including maintaining test records.

The post holder will be working flexibly across seven days.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Receive samples into the laboratory in accordance with acceptance criteria
- Undertake data entry of patient information onto the laboratory computer system
- Maintain test records in compliance with Data Protection principles and requirements
- Prepare and appropriately process clinical specimens for biomedical testing
- Perform manual and automated tests on specimens under the supervision of Biomedical Scientists. Including; inoculation of media, streaking plates and sub-culturing broths, the use of automated equipment for the generation of results for validation by BMS and dispatching microbiology samples to reference laboratories
- Liaise with users of the service for specimen processing and results, including dealing with reception and telephone queries
- Provide and process samples for IQA distributions, with guidance from Quality lead
- Participate in stock control in its entirety and ensure stock levels of consumable items are adequate for laboratory operation
- Ensure adequate stocking of cold rooms and other stock areas and participate with waste management
- Preparation of laboratory chemicals and reagents
- Use and maintenance of laboratory equipment as appropriate, including safety equipment
- Monitor temperatures of freezers, fridges, incubators throughout the department
- General housekeeping, tidying and cleaning within the Laboratory and workspaces including cleaning of fridges/freezers/equipment/work areas/autoclave bins
- Cleaning of fridges/freezers/equipment/work areas/autoclave bins
- Participate in the collection of Blood Culture samples from the remote unit
- To answer telephone calls and personal enquiries in a polite and dignified manner maintaining confidentiality at all times

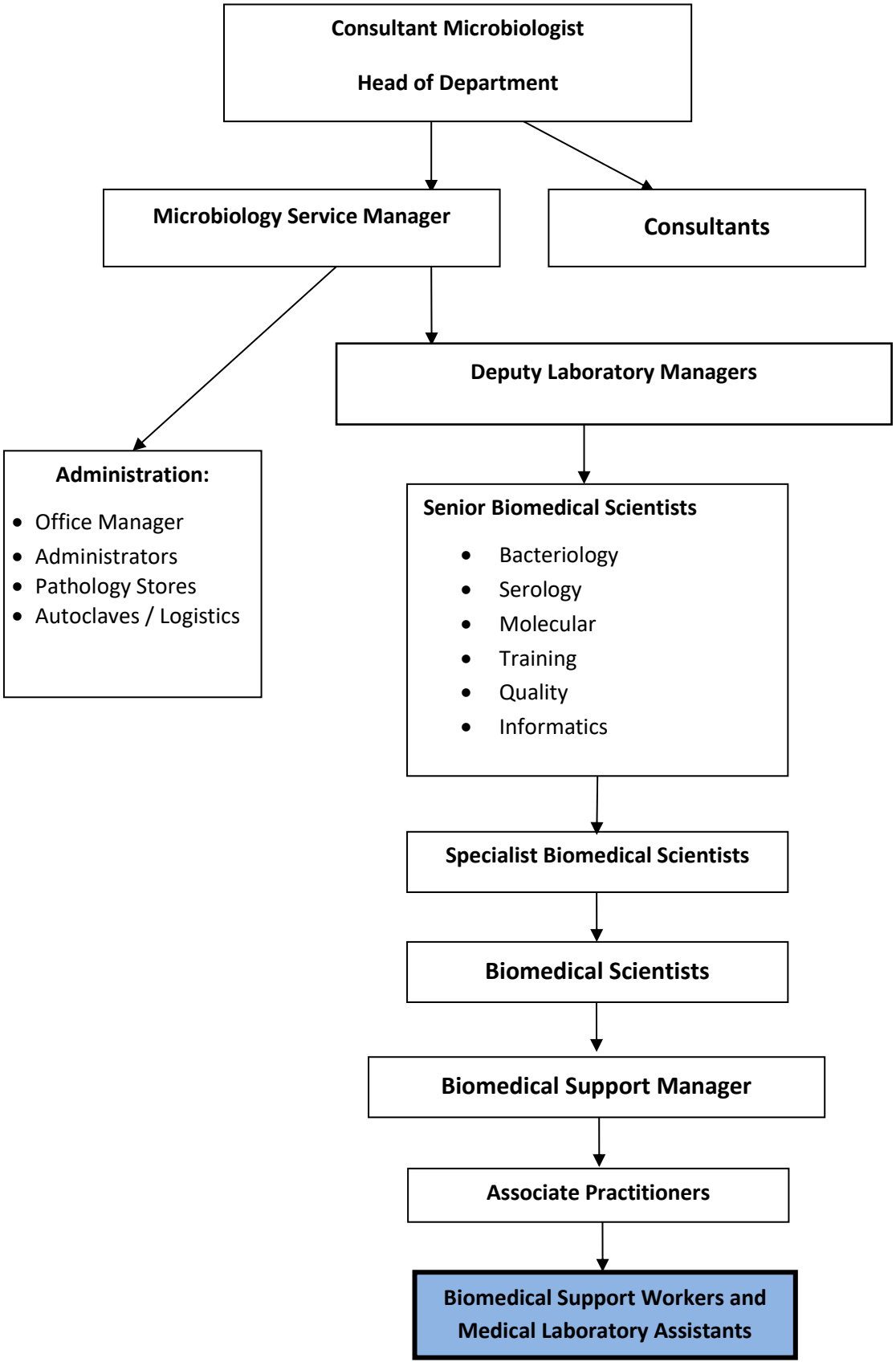
- Work at containment levels 2 as required by Advisory Committee on Dangerous Pathogens
- Work within Pathology Stores as required, supporting the receipt, checking, storage and distribution of laboratory stock and consumables.

KEY WORKING RELATIONSHIPS

- Post holder will liaise with colleagues within the Department and with wider healthcare community, external organisations and the public.
- Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Medical Staff • Biomedical Scientists • Biomedical Support Workers • Clerical Staff • Other Healthcare Professionals	• Other Healthcare Professionals • Supplier Personnel • GP surgery staff

ORGANISATIONAL CHART



FREEDOM TO ACT

Required to use own initiative to follow well established policies and procedures and able to work independently with supervision close by and line manager support and advice available if required.

COMMUNICATION/RELATIONSHIP SKILLS

Provides and receives routine information from/to: work colleagues, patients and clients, including relaying test results to clinicians and other staff, and answering queries.

- To demonstrate politeness, courtesy and sensitivity in dealing with patients, service users, and colleagues, maintaining good customer relations
- Use of telephone, face to face, written and email communication methods as appropriate with a range of people on day to day matters.
- Contribute towards the integrity and reputation of the department by ensuring harmonious relationships between self and managers, colleagues, patients and other staff groups.
- Contribute to regular/daily meetings.

ANALYTICAL/JUDGEMENTAL SKILLS

Makes judgements involving straightforward facts or situations, some requiring analysis.

- Receive specimens into the department and prioritise those required for immediate testing or specimens requiring referral
- Resolves day to day issues in own area e.g. mislabelled or mislaid specimens
- Be aware of and be able to act on urgent and / or unusual specimen requests
- Be aware of high-risk specimens and deal with these appropriately
- Report problems to a senior member of staff

PLANNING/ORGANISATIONAL SKILLS

- Organise own day to day work tasks or activities
- Prioritises urgent/emergency specimens and responds to requests for tests
- Assisting in rota cover, including lunchtime phone cover

PATIENT/CLIENT CARE

Undertakes routine tests in the microbiology laboratory including the use of some automated equipment. Provides basic clinical technical services.

- Load samples onto analysers as required
- Prepares specimens for diagnostic testing

POLICY/SERVICE DEVELOPMENT

- Follows laboratory policies, may comment on proposals for change/propose changes to SOPs
- Assist in the quality assurance within each section, both internal and external, and to act in accordance with Standard Operating Procedures

FINANCIAL/PHYSICAL RESOURCES

- Use and maintain laboratory equipment safely and carefully
- Assist in maintaining stock levels within your current work section
- Economical and efficient use of departmental/Trust resources
- Appropriate waste-streaming

HUMAN RESOURCES

- Demonstrate own duties to new or less experienced employees

INFORMATION RESOURCES

- Receipts samples and records personally generated information including patient information into electronic systems (data entry) and relevant forms
- Input selected test results
- Ensure that any information is recorded accurately and available upon request

RESEARCH AND DEVELOPMENT

- Potential occasional involvement in processing of samples for clinical trials

PHYSICAL SKILLS

- Highly developed physical skills including hand-eye co-ordination and manipulation of fine tools and materials (including loops, swabs, pipettes etc)
- Speed and accuracy in all aspects of the role including when booking in and labelling samples, inoculating specimens and pipetting.
- To use laboratory equipment safely as guided by Standard Operating Procedures (SOPs), training and Risk Assessments

PHYSICAL EFFORT

- Sitting and/or standing for benchwork for long periods including use of computers
- Frequent walking around the laboratory building (across multiple floors) and Infrequent walking around the hospital on sample collection runs
- Frequent repetitive movements processing specimens, including inoculating and spreading agar plates, uncapping and pipetting samples
- Lifting trays/racks, waste, regents and consumables and pushing trolleys with loads up to 10kg, on a weekly basis, for short periods
- Receiving and dispatching supplies and/or samples which may involve bending, lifting and pushing

MENTAL EFFORT

- Frequent concentration, occasionally prolonged, when preparing, checking and processing samples or performing data entry
- Ability to learn and perform a wide range of tasks and frequently move between these
- Ability to adapt to an unpredictable workload
- Work accurately at all times and especially under pressure at busy times
- Coping with interruptions, e.g. telephone calls

EMOTIONAL EFFORT

Exposure to distressing or emotional circumstances is rare.

- Dealing with sensitive confidential information regarding patients and communicating clearly with users of the service and colleagues
- Limited / occasional contact with patients, clients

WORKING CONDITIONS

- Frequent exposure to unpleasant working conditions including body fluids, and contaminated equipment
- Exposure to potentially hazardous bodily fluids and chemicals

- DSE use
- Busy, and sometimes noisy environment

OTHER RESPONSIBILITIES

- To contribute to and work within a safe working environment
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- Take part in regular performance appraisal
- 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
- 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

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

The RDUH 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.

PERSON SPECIFICATION

Job Title	Biomedical Support Worker (Medical Laboratory Assistant)

Requirements	**Essential**	**Desirable**
QUALIFICATION/ SPECIAL TRAINING		
Good level of general education to GCSE level	E	
Level 3 qualification (e.g. A Level, NVQ Level 3) or equivalent demonstrable experience		D
KNOWLEDGE/SKILLS		
Ability to concentrate for long periods of time on technically demanding duties	E	
Excellent verbal and written communication skills	E	
Work accurately at speed and under pressure	E	
Ability to follow instructions (written and verbal) accurately	E	
Ability to use own initiative for problem solving (within scope of practice)	E	
Ability to deal with urgent work and changing priorities	E	
Good level of hand eye coordination and manual dexterity	E	
High level of attention to detail	E	
Excellent organisational skills	E	
EXPERIENCE		
Previous experience of Microbiology laboratory work		D
PERSONAL ATTRIBUTES		
Reliability and punctuality	E	
Effective working within a team	E	
Ability to stand by decisions made and admit errors	E	
Honesty and integrity	E	
Good interpersonal skills	E	
Empathetic and Sympathetic approach	E	
Ability to accept and learn from feedback	E	
Follows procedures with care and precision	E	
Physically able to fulfil the complete range of duties, which include manual handling	E	
Flexible attitude to working, including willingness to work flexible shift patterns, seven days in a week	E	
OTHER REQUIREMENTS		
• Enthusiasm for Science based work	E	

• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• Willing to undertake further training for personal professional development		D
• Ability to travel to other locations as required.	E	

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