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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Biomedical Support Worker** |
| **Band:** | **AfC Band 3** |
| **Responsible To:** | **Senior Biomedical Scientist** |
| **Accountable To:** | **Operational Manager** |
| **Section/Department/Directorate:** | **Blood Sciences, Pathology, CSS** |

**Job Purpose:**

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| To assist biomedical scientists and managers in the provision of a high quality Blood Science service. | |
| **Context:** |
| The Biomedical Support Worker 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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| **Key Result Areas/Principal Duties and Responsibilities** |
| **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 and Judgement Skills**  Analysis and judgement is required for facts that require analysis.  To troubleshoot issues relating to specimens and request forms.  Receipt, checking and barcode-labelling of incoming specimens. Attention to detail is essential.  To solve problems such as mislaid or mislabelled specimens.  **Planning and Organisational Skills**  To help prioritise urgent specimens.  Organising day-to-day activities to achieve all samples’ put through to the labs and testing is done in a timely and efficient manner.  **Physical Skills**  To use laboratory equipment safely as guided by SOPs.  Specific requirement to develop hand-eye co-ordination with speed and accuracy.  **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  **Responsibility for Policy and 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.  **Responsibility for Financial and Physical Resources**  To monitor stock levels and advise senior staff when stocks are low.  To assist in stock control and to order supplies through senior laboratory staff.  To perform basic daily maintenance, checking, calibration and quality control of laboratory analysers.  **Responsibility for Human Resources**  Supervises and trains the team of band 2 MLAs.  **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 into the computer system. This is their own quota of work for data entry but also some checking of the band 2 MLAs work for quality control.  To keep accurate logs for equipment, materials and the environment within Pathology and external blood banks.  **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.  **Decision Making**  Reports to and is managed by a Senior Biomedical Scientist.  Trained and supervised by a Senior Biomedical Scientist but is expected to follow the departments standard operating procedures in relation to the duties described within this job description and make decisions based on their training and judgement.  **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**  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**  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**  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.

**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.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST :**  **Biomedical Support Worker Band 3**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  5 GCSEs including English, Maths and at least one science.  IBMS Certificate of Achievement Part 1 or 2 (or significant experience, working towards or willingness to undertake) | E  E | Application form  Application form |  |  |
| KNOWLEDGE/SKILLS:  Basic science, literacy and numeracy.  Keyboard skills, neat handwriting and attention to detail.  Telephone and communication skills. | E  E  E | Application form  Interview  Interview  Interview |  |  |
| EXPERIENCE:  Previous experience working in a Blood Science or Pathology reception. | E | Application form |  |  |
| 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 | Interview  Interview  Interview  Interview  Interview  Interview  Interview |  |  |
| 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 | Interview  Interview |  |  |

\*Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts | X | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids | X | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour |  | Manual Handling | X |
| Solvents | X | Driving |  | Noise | X |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |