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JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Phlebotomist |
| **Reports to**  | Phlebotomist  |
| **Band**  | 2 |
| **Department/Directorate**  | Specialist Services |

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| **JOB PURPOSE**  |
| * To contribute to the delivery of patient’s individual care programmes under the direction of the clinical teams.
* Collection of blood samples from patients, staff and also patients with difficult venous access referred by GP’s and other Healthcare organisations.
* To work in ward environment as well as out patient clinics.
* To support the provision of a Trust wide Phlebotomy service covering 365 days of the year.
* To practice in accordance with Trust standards and statutory requirements and operate within the boundaries of the role and assessed competencies.
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To collect blood samples from patients, including those that are terminally ill, confused, agitated and mentally ill.
* Understand the anatomy and physiology of the vein and surrounding tissue including major arteries and nerves.
* To be familiar with and understand the full range of Pathology blood tests and their required sample tubes and post phlebotomy transport requirements.
* Using technical equipment to safely draw blood from patients.
* Explaining the process of drawing blood clearly to a patient.
* Reassuring and calming patients who might be nervous or scared of the procedure.
* Applying dressings to the wound created by drawing blood.
* Registering the blood and storing it in the correct environment.
* Sending blood samples to testing laboratories.
* Updating patient records.
* Answering patient questions regarding collection techniques and offering additional resources on the collection process, if the patient requests them.
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: Collection of blood samples from patients, including those that are terminally ill, confused, agitated and mentally ill.No. of Staff reporting to this role: None The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.This will include verbal, written and electronic media.  Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Ward staff
* Out Patient Staff
 | N/A |
| * Pathology Laboratories
* Infection Control Team
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| The post holder will be required to:Is guided by standard operating procedures; someone is generally available for reference Works within standard operating procedures; supervisor available by telephone |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Routine information where there are barriers to understanding, tact and persuasive skills required/complex or sensitive information * Patients require reassurance; takes samples from patients with learning disabilities/language difficulties; information may be sensitive
* Communicate with patients in a caring and sensitive manner utilising persuasion, reassurance, tact, and empathy.
* Understand the implications of patient physical impairment and the Mental Capacity Act and act to assess and overcome barriers to understanding as appropriate.
* Explain factual information about the procedure to the patient.
* Liaise with Medical and Nursing staff regarding special patient requirements that affect Phlebotomy.
* Deal with enquiries from the general public and the ward staff regarding Phlebotomy issues.
* Provide and receive confidential information requiring at all times a manner which illustrates compassion and respect for privacy and dignity.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Judgements involving facts or situations, some of which require analysis Uses judgement to ensure acceptable quality of sample; decides whether vein acceptable to draw bloodThe post holder will be required 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.
* Select the most appropriate equipment and method for venepuncture based on the clinical assessment of the patient.
* 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.
* Complete individual risk assessment for each patient.
* Assess patients on more than one level and manage aggressive and abusive behaviour and language.
* Support patients when they are distressed, including patients who are needle phobic, both before and after the procedure.
* Recognise the complications of venepuncture in patients with tortuous, thin walled thrombosed and inflamed veins and veins that should not be used.
* Understand the contraindications for performing venepuncture.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| Organise own day to day work tasks or activitiesThe post holder will be required to manage their own workload and make decisions on the most efficient way of delivering the service during their shift.  |
| **PATIENT/CLIENT CARE**  |
| Provides basic clinical services to patientsThe post holder will* Have direct patient contact.
* Be required to conduct an invasive procedure to enable the collection of blood samples from patients (Obtains samples for testing).
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| **POLICY/SERVICE DEVELOPMENT**  |
| The post holder will:* Be required to follow all policies related to their duties.
* Provide feedback to Head Phlebotomist to suggest improvements in service or policy changes.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| Observes personal duty of care in relation to equipment andresources used in course of workThe post holder will ensure that all consumables are used correctly and that wastage is minimized.  |
| **HUMAN RESOURCES**  |
| Provides advice; demonstrates activities to new and less experienced employeesAssists in the induction of new staffThe post holder will be required to support the training of new staff. |
| **INFORMATION RESOURCES**  |
| Records personally generated clinical informationHand writes labels on blood sample tubesThe post holder will be required to use multiple IT systems to:* Correctly identify patients.
* Correctly identify what tests and specimens are required.
* Accurately record blood collection details.
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| **RESEARCH AND DEVELOPMENT**  |
| Undertakes surveys/audits as necessary to own work; may occasionally participate in R&DThe post holder will occasionally be required to collect samples to support research work and trials. |
| **PHYSICAL SKILLS** |
| Highly developed physical skills where accuracy important;Excellent hand eye coordination to ensure that the collection of blood samples is carried out safely, successfully and with minimal discomfort to the patient. |
| **PHYSICAL EFFORT** |
| Frequent requirement for sitting or standing in a restricted position for a substantial portion of the time/frequent light physical effort for several short periodsFrequent requirement for sitting or standing in a restricted position for a substantial portion of the time/frequent light physical effort for several short periodsThe post holder will be required to:* Utilise safe and correct manual handling techniques to manoeuvre patients in preparation for the venepuncture process.
* Ensure they adhere to correct manual handling whilst collecting the samples to avoid injury to themselves or the patients.
* Use the correct manual handling techniques to support fainting patients to prevent injury to themselves and the patient.
* Be physically able to both work on and walk between wards across the Trust site for 4 hours.
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| **MENTAL EFFORT** |
| Frequent requirement for concentration where the work is predictableThe post holder will be required to:* Concentrate continually for the shift to ensure patients are being correctly identified and that the correct blood specimens are collected.
* Be aware of the patient at all times to ensure they are not unduly in discomfort or are about to react physically or have a fainting episode.
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| **EMOTIONAL EFFORT** |
| Occasional exposure to distressing or emotional circumstancesWorks on an acute receiving wardTo collect blood samples from patients, including those that are terminally ill, confused, agitated and mentally ill. |
| **WORKING CONDITIONS** |
| Frequent, highly unpleasant working conditionsDaily exposure to bloodThe post holder will occasionally be exposed to verbal and physically aggressive abuse by agitated or confused patients. |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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**  |
| 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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Band 2 Phlebotomist |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**GCSE grade C or above in 4 subjects including English & Mathematics or equivalent. e.g NVQ level 2 in Health & Social Care. Demonstrable expertise in the role will be accepted as an equivalent to any missing qualifications.Completion and competency of Venepuncture and enhanced phlebotomy skills.  | E | D |
| **KNOWLEDGE/SKILLS**Knowledge of anatomy/physiology, pathology and infection control.Good knowledge of the hazards of taking blood samples.Excellent eye/hand co-ordination.General IT skills.Excellent communication skills, utilising persuasion, reassurance, tact, and empathy.Understands requirements of working with sensitive & confidential information.Able to work with nervous, distressed and challenging patients.Able to work in a busy and occasionally distressing environment and remain calm. Must be able to manage own workload. | EEEEEEE | DD |
| **EXPERIENCE** Trained Phlebotomist.Experience of working in health care environment.Experience of working in hospital environment. | E | DD |
| **PERSONAL ATTRIBUTES** Able to work autonomously and as part of a team.Good attendance record.Must be able to follow SOP’s.Must be able to work unsupervised and make decisions independently about managing workload.Must be able to manage emotionally challenging situation including dealing with patients who are terminally ill, confused, agitated and mentally ill. | EEEEE |  |
| **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.  | EE |  |

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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/N |  |  |  | F |
| Contact with patients | Y/N |  |  |  | F |
| Exposure Prone Procedures | Y/N |  |  |  | F |
| Blood/body fluids | Y/N |  |  |  | F |
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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/N | R |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N | R |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y/N | R |  |  |  |
| Animals | Y/N | R |  |  |  |
| Cytotoxic drugs | Y/N | R |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | Y/N | R |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N | R |  |  |  |
| Dusty environment (>4mg/m3) | Y/N | R |  |  |  |
| Noise (over 80dBA) | Y/N | R |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N | R |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | F |
| Heavy manual handling (>10kg) | Y/N | R |  |  |  |
| Driving | Y/N | R |  |  |  |
| Food handling | Y/N | R |  |  |  |
| Night working | Y/N | R |  |  |  |
| Electrical work | Y/N | R |  |  |  |
| Physical Effort  | Y/N |  |  | M |  |
| Mental Effort  | Y/N |  | O |  |  |
| Emotional Effort  | Y/N |  | O |  |  |
| Working in isolation | Y/N |  |  |  | F |
| Challenging behaviour | Y/N |  |  |  | F |