

## JOB DESCRIPTION

### 1. JOB DETAILS

Job Title: Transfusion Practitioner

Immediate Senior Officer/Line Manager: Senior Nurse Transfusion Team

Department(s): SNBTS Patient Services

Division: SNBTS

Job Reference:

### 2. JOB PURPOSE

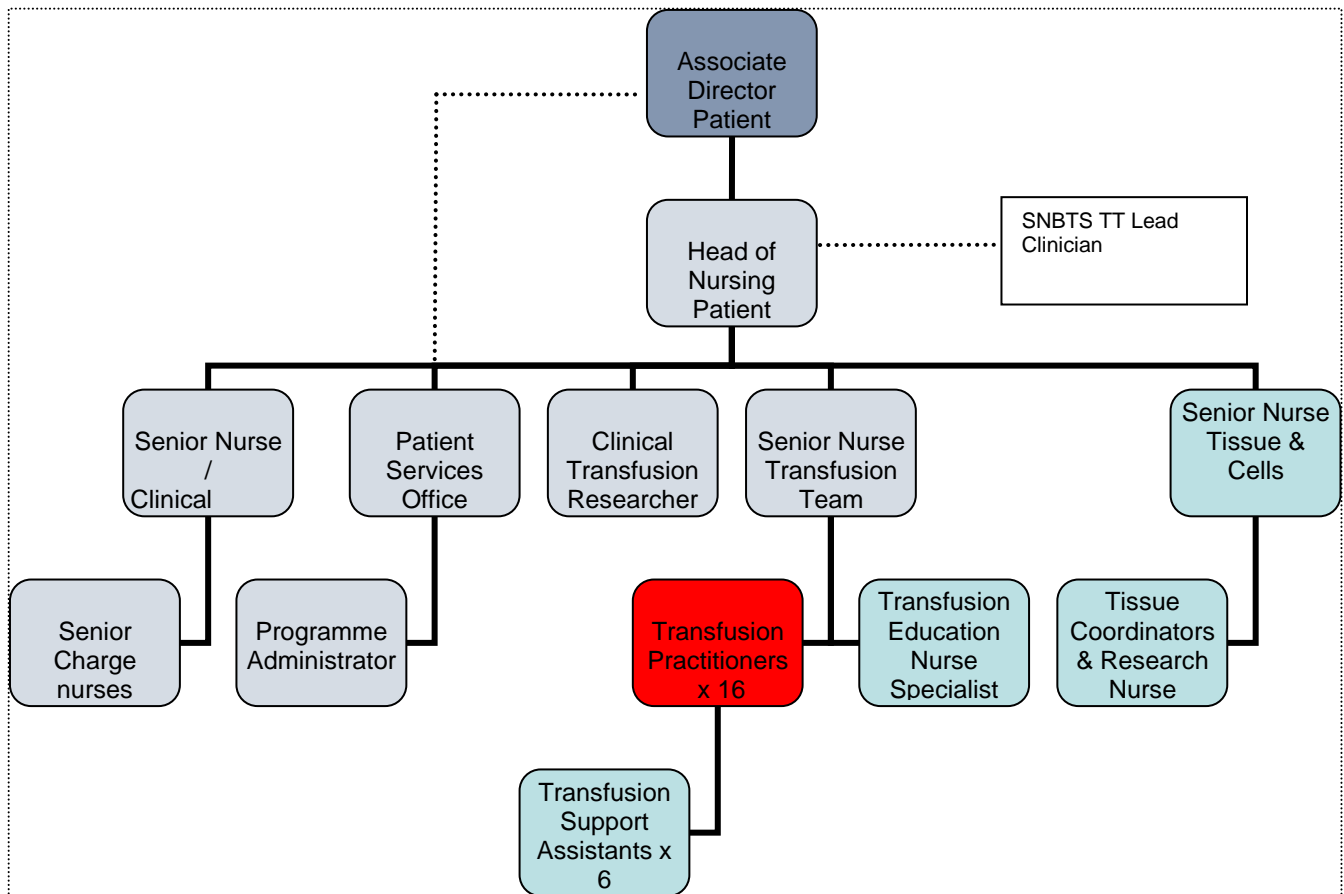
To provide clinical leadership

- Improve standards to ensure safe, effective patient / donor centred care
- Enhance the person centred experience of care
- Manage and develop the performance of the team
- Identify, promote and embed evidence based practice
- Contribute to the delivery of the National Services Scotland (NSS) organisational objectives

### 3. DIMENSIONS

- The SNBTS transfusion programme has an annual budget of £1,300,000
- The team has a current headcount of 27 staff
- The post holder provides specialist transfusion medicine advice, expertise and consultancy to the multidisciplinary hospital teams in NHSS hospitals and external organizations

#### 4. ORGANISATION CHART



#### 5. ROLE OF THE DEPARTMENT

To promote the safe and appropriate use of blood and blood products as part of the Scottish National Blood Transfusion Service transfusion team (SNBTS TT). To develop national programmes of education and associated clinical effectiveness initiatives to support this aim within the SNBTS TT.

#### 6. KEY RESULT AREAS

##### To Ensure Safe and Effective Clinical Practice

##### **Clinical Leadership and Team Working**

As a clinical leader, act autonomously and as part of a team within a multi-professional environment demonstrating critical analysis and decision making skills. Support team/clinical manager in delivery of a clinically excellent, high quality service. Contribute to influencing and facilitating change where appropriate within the organisation.

##### **Evidence Based Clinically Effective Practice**

Develop advanced competence in delivery of clinically effective innovative practice through the utilisation and integration of evidence based practice by implementing, monitoring and contributing to review of policies, procedures and protocols. Participate in planning, implementing & evaluating audit, research & quality improvement projects.

##### **Continuous Quality Improvement**

Contribute to a culture of continuous quality improvement through the use of audit, clinical quality indicator dashboards, person-centred feedback, and reflection on practice by self and other members of the team.

Promote a clean and safe environment for staff, patients, donors, visitors and clinical products by ensuring compliance with regulatory bodies, legislation, policies, standard operating procedures (SOP's). This will include health and safety, healthcare associated infection, risk management and critical incident reporting and analysis, assessing and managing actual and potential risks to health and wellbeing.

Ensure a high standard of record keeping in accordance with Nursing and Midwifery Council, national legislation and local standards. Facilitate effective communication with the multi-professional team regarding person-centred care.

Practice autonomously using knowledge relevant to own field of practice underpinned by theory and experience, problem solving and decision making skills, professional accountability and responsibility.

### **Promote a culture of person centred care**

Within the multi disciplinary team environment support clinic/team manager to promote development of a culture of person-centred care by being highly visible within the care environment, communicating regularly with patients/donors, relatives/carers and or key stakeholders while promoting a caring environment where equality and diversity issues are respected and patients/donors are enabled to be partners in their care.

Identify opportunities to develop care and services by ensuring that there are effective systems in place to ascertain person & carer experience/feedback. Ensure complaints are managed in line with organisational policy including the dissemination of learning points.

### **Manage and develop the performance of the team**

Provide effective leadership within professional and organisational teams/boundaries.

Act as a role model to create a culture of support for those in leadership positions and empowerment of the team to deliver high quality person-centred care.

Manage the environment by ensuring the effective use of resources and workforce planning. Contribute to aspects of monitoring of workload by using relevant assessment tools and rostering to maintain appropriate staffing levels. Understand and take account of role and competency of staff when delegating work.

Contribute to efficient management of the department budget.

### **Learning and development**

Support a positive culture of learning through role modelling and facilitate the development of others to empower staff to contribute to the delivery of high quality person-centred care.

In line with organisational requirements support the learning and development of all staff by ensuring they have Individual Performance Reviews and Personal Development Plans.

Maintain & promote up to date knowledge of current clinical and professional issues and legalities.

Provide fair and timely feedback to the team that recognises good performance and identifies areas for improvement.

## **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS**

Will be accountable to the Manager/Professional Lead in respect of guidance and professional management, work review and formal appraisal of performance

Will have continuing responsibility for setting and monitoring standards which ensure quality of clinical practice

Practice autonomously demonstrating expert problem solving and clinical decision making skills demonstrating professional accountability

Use critical thinking to explore and analyse evidence and situations in practice enabling a high level of judgement and decision making.

Ongoing management and development of the team where applicable

Provide specialist advice information and guidance relating to own area of expertise, influencing best practice within local NHSS Boards

## **8. COMMUNICATIONS AND RELATIONSHIPS**

The post holder has continuous responsibility for upholding systems and standards of communication for routine, complex and potentially sensitive matters with a range of internal & external stakeholders. This involves using a wide range of media such as electronic, verbal and written communications to maximise effective communication.

The post holder will be required to use influencing and negotiation skills to achieve appropriate actions to meet agreed outcomes demonstrating empathy when communicating with people.

The post holder will understand and ensure compliance with the Data Protection legislations including appropriate sharing of confidential data.

### **Internal:**

- NSS Nursing Director
- SNBTS Head of Donor Services
- Donor Services Manager
- Senior Nurse Manager
- Medical Staff
- Team Managers
- Assistant Team Managers
- Senior Donor Carers
- Donor Recruitment and Publicity Staff
- Donor Administration Staff
- HR Staff
- Stores Staff

### **External:**

- Blood Donors
- General Public
- Voluntary organisers
- Venue officials
- Apheresis suppliers

## **9. MOST CHALLENGING PARTS OF THE JOB**

Effective management and prioritisation of competing demands within the operating environment.

Balancing the demands of all stakeholders to provide a safe, effective, efficient person-centred, timely and equitable service.

To coordinate service delivery requiring motivational, negotiation and persuasive skills to liaise with internal and external colleagues, carrying out tasks on behalf of the service.

## **10. SYSTEMS**

The post holder is expected to use IT equipment and relevant programmes (national and local) within their area complying with all organisational policies and procedures.

## **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT**

### **Physical Demands (several times per shift)**

The physical demands will be dependant on the working environment. This may include for example:

- Patient movement with use of mechanical aids
- Loading and unloading of equipment
- Standing, walking, sitting for prolonged periods of time
- Prolonged use of Display Screen Equipment
- Occasional restrictive movements to treat patients/donors/clients e.g. stooping
- Developed clinical skills relevant to area such as intravenous injections, use of infusion devices, syringe drivers, phlebotomy, cell separators

### **Mental Demands (several times per shift)**

The mental demands will be dependant on the working environment but will include for example:

- Concentration required when checking documents/patient notes and calculating drug dosages whilst subject to frequent interruptions from patients/team members
- Concentration required when observing patient behaviours/physiological status
- Balancing the competing demands of the role while maintaining a high level of visibility to staff, patients, families and/or carers
- Maintaining high level and consistent professional behaviour in unpredictable and stressful situations
- Ability to react swiftly and appropriately to sudden changes in patient clinical conditions; meeting the needs of all stakeholders with finite resources
- Balancing the demands of staff and service when completing duty rotas
- Keeping abreast of national and local policy and evidence based practice
- Interpreting applicability and adapting for local implementation
- Monitoring quality and financial data developing action plans for improvement
- Continuously motivate, enthuse and maintain morale of staff within an ever changing environment
- Working as a clinical leader within multi-professional team

- Intense concentration for long periods when collating, analysing and interpreting data or writing reports

### **Emotional Demands (variable frequency)**

Examples include;

- Communicating with distressed/anxious/worried patients/relatives/staff
- Caring for terminally ill/bereaved relatives caring for and/or communicating bad news to patients/relatives/staff
- Dealing with challenging behaviours
- Supporting team members with personal and professional issues
- Carrying out performance/investigatory/disciplinary procedures

### **Working Conditions (several times per shift)**

Working conditions will be dependant on the working environment and will be mitigated by Health & Safety policies and procedures, but may include:

- Exposure to body fluids
- Exposure to verbal aggression and potentially physically aggressive behaviours (frequency variable)
- Exposure to infected and infectious materials and patients
- Temperature of the environment

## **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT**

The post holder is expected to maintain the knowledge and skills necessary to use work-related equipment safely in their area of practice.

Where applicable the post holder will be required to manage and use the following equipment for the reasons stated and is responsible for ensuring that systems/policies/procedures are communicated to staff to ensure safe use, maintenance and storage of equipment in the area.

- Moving and Handling equipment to assist with person/client/ mobility and promote comfort.
- Medical and technical equipment to record vital signs and administer treatments.
- Near patient testing to monitor physiological status.
- IT equipment including local and national systems to read analyse record and transmit patient and staff information within the boundaries of local and national policies and legislation.

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

### Educational Qualifications

NMC/HCPC Registered Practitioner

Educated to Degree level

Evidence of working towards Masters' level (or evidence of operating and thinking at)

Further education/evidence of continuous professional development in area of specialty, including study days/courses/ post graduate qualification

### Experience

Considerable post registration experience e.g. medical, surgical, haematology, orthopaedic  
Experience in leading, managing and motivating a multi disciplinary team.  
Demonstrable experience in implementing change in teams evaluating and encouraging improvement and innovation.

### Knowledge & Skills

Effective listening, communication and interpersonal skills- a level of English language competency and communication skills necessary to perform the role.  
Effective time management skills  
Evidence of presentation skills, report writing  
IT skills

### Personal Qualities

Evidence of a commitment to continuing professional and personal development.  
The ability to manage a diverse workload with a degree of autonomy.  
The ability to communicate across all professional groups and within diverse organisations  
Ability to travel as required within the role/responsibilities of the post.

### **FOOTNOTE:**

Staff should note that the term “operating at” degree/masters level corresponds to possessing an equivalent level of knowledge gained through experience.

## **14. JOB DESCRIPTION AGREEMENT**

*A separate job description will need to be signed off by each jobholder to whom the job description applies.*

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

*HR Department will check job description format and content and then send the job description to the AfC Team*

HR Representative's Signature:

Date:

## **COMMUNICATIONS**

### **Internal Communications**

- Head of Nursing (Clinical Services)
- Regional Senior Nurse/Practitioner SNBTS TT
- Regional Team/SNBTS TT
- Central Programme Team
- SNBTS Clinical/Quality Directorate Teams
- SBNTS Business Development
- NSS Learning & Development
- SNBTS Clinical Laboratory Staff
- Scottish Clinical Transfusion Advisory Committee
- Other disciplines across NSS (eg Finance, Car leasing, HR)

### **External Communications**

- Local Lead Clinician(s)
- Hospital Transfusion Team
- Hospital Transfusion Committees
- NHS Board Service Improvement/Quality Teams
- NHS Board Clinical Management and Executive Teams
- NHS Board Training and Development Teams
- NHS Board Blood Component Collection Assessors trainer network
- UK Blood Transfusion Services
- NHSS Higher Education Institutes
- External Regulators i.e MHRA
- Haemovigilance bodies i.e SHOT
- Professional bodies e.g NMC

## **DECISION MAKING EXAMPLES**

### **Patient / Client Care**

- Promotes safe, effective and person-centred care of individuals receiving blood components by providing NHSS staff with transfusion education and guidance based on current evidence and best practice
- Active engagement in, and promotion of, local and national haemovigilance, ensuring appropriate reporting to SHOT and MHRA and supporting Board to translate resultant learning points into patient care
- Lead and participate in national and local audit, research and quality improvement initiatives designed to improve the safety and effectiveness of blood transfusion
- Influence transfusion practice culture to promote appropriate use of blood and

blood components

**Advice / Expertise**

- Provides specialist transfusion advice to NHSS staff that will impact on the care of individuals receiving blood components
- Analysis of transfusion related incidents and near misses and, where necessary, facilitating change to reduce risk to patients and improve transfusion practice
- Supports Board and NHSS staff to meet the requirements of the UK Blood Safety and Quality Regulations (2005) and Clinical Standards
- Supports Board and NHSS staff to continually improve practice in line with Better Blood Transfusion Key Performance Indicators
- Development and review of transfusion related evidenced-based educational resources and policies
- Contribute to the continual development and quality assurance of the transfusion evidence base
- Support and optimise effective working relationships and communication between clinical and laboratory settings