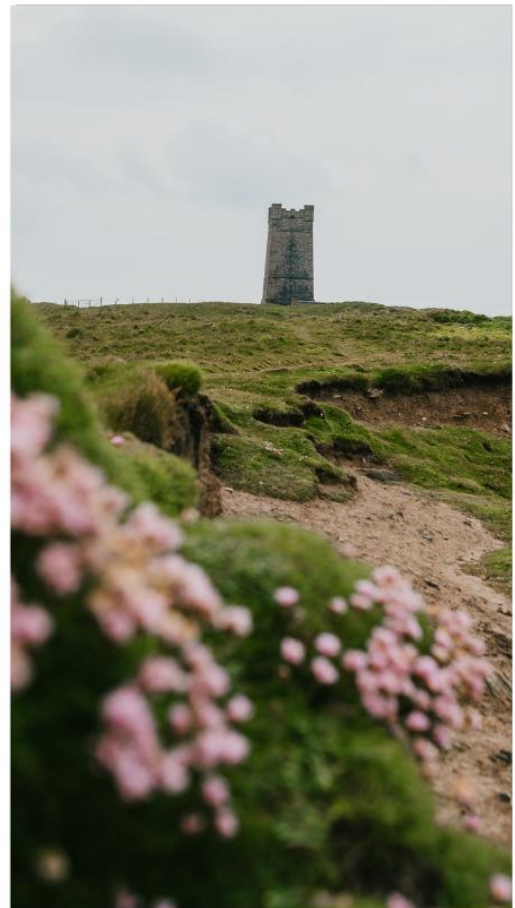


Join us

Phlebotomist



Where
compassion
meets
adventure



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Welcome from James Goodyear, Interim Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. We strive to look after our community, provide excellent care and grow local talent. We are also excited by the increasing diversity that our colleagues from elsewhere in the UK and the world bring to Orkney. If it's a move you are considering, like I did, you will no doubt have a lot of questions going through your mind about what it's really like to live and work on an island and you can find out more about living and working here in our *Introduction to Orkney and NHS Orkney* section.



Below is some helpful information about working here to help you as you do your own research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work here.

We are proud to employ 800 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement and has a bright future. Our Promise (vision) is: 'Looking after our community and providing excellent care.' Our Corporate Strategy - called "Delivering what matters to our community: 2024-2028" is our compass and sets out our year-on-year priorities.

Our values, aligned to those of NHS Scotland, are:

- **Open and honest**
- **Respect**
- **Kindness**

Our five strategic objectives, are:

1. **Place** – by 2028 we will be a key partner in leading the delivery of place-based care which improves health outcomes and reduces health inequalities for our community
2. **People** – by 2028 we will ensure NHS Orkney is a great place to work
3. **Patient safety** – by 2028 we will consistently deliver safe and high quality care to our community
4. **Performance** – by 2028 we will within our budget, ensure our patients receive timely and equitable access to care and services and use our resources effectively
5. **Potential** – by 2028 we will ensure innovation, transformation, education and learning are at the forefront of our continuous improvement

You can read more about our Corporate Strategy on our website: <https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028>

I believe in compassionate and visible leadership and creating an open, honest and transparent culture that supports staff to innovate, feel empowered to lead and to fulfil their true potential.

I want us to have a listening and learning culture here, where staff feel supported, valued, looked after and safe speaking up when they have concerns, including those about safety, and confident knowing they will be listened to and their feedback acted on.

It is important that we consistently listen to and respond to patient and staff feedback so that we can learn and continuously improve what we do.

It is also important to me that we have an inclusive culture and one where difference is celebrated, and where staff feel comfortable bringing their whole selves to work.

The final thing I would like to say to any prospective applicant who may be considering a move to Orkney is that the islands occupy an enviable location at the North of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. I look forward to hearing from you, and I hope meeting and working with you.

We are on an exciting improvement journey – and you could be part of this.

James Goodyear

Interim Chief Executive

NHS Orkney





Job Advert



About the Organisation:

NHS Orkney is committed to delivering excellent care to our 22,000 residents. Whether you're new to the NHS or bringing experience from elsewhere, your skills will make a real difference.

Our modern healthcare facility, The Balfour, brings together inpatient care, emergency services, outpatient clinics, diagnostics, GP practices and the Scottish Ambulance Service. We're also investing in services across our outer isles, ensuring high-quality care reaches every corner of Orkney.

We are guided by our core values that shape everything we do – Open and honest, Respect and Kindness – from how we care for our patients to how we support each other as colleagues.

About Orkney:

With over 70 islands – 20 of them inhabited – Orkney offers a unique blend of natural beauty, close-knit community and an opportunity for adventure. From dramatic coastlines and rare wildlife to rich cultural traditions and active lifestyles, it's a place where compassion thrives and every day brings something new. Regularly named one of the UK's best places to live, Orkney offers a lifestyle that's both fulfilling and inspiring.

The Position:

Join our team at The Balfour Hospital and play a key role in delivering a high-quality, efficient and professional phlebotomy service. You will undertake venepuncture and capillary blood sampling, carrying out clinical procedures to obtain accurate samples for diagnostic, therapeutic and analytical purposes. Working closely with medical and nursing staff, anaesthetists, infection control and laboratory teams, you'll contribute to safe, effective patient care in a collaborative clinical environment.

The Candidate:

We're looking for someone with experience as a Healthcare Support Worker, Care Assistant or in a similar clinical role, supported by an SVQ 3 or equivalent qualification in health or social care. You'll bring strong communication skills and the ability to reassure and put patients at ease, alongside a clear understanding of confidentiality, dignity and respect.

You will have experience of basic clinical procedures such as phlebotomy, blood pressure monitoring and new patient health checks, as well as an understanding of record keeping systems and your role in maintaining accurate patient information. Working as part of a team, you'll recognise the boundaries of your role, follow established protocols, and know when to escalate concerns to a healthcare professional, always upholding patient rights and confidentiality.

Location, Working Pattern and Contract Duration:

This post will be based at **The Balfour**

The successful candidate will work: **Part Time 20 hours per week (0730-1130am Monday - Friday)**

This post is **Permanent**

It is a condition of this employment that you must live and remain a resident within the UK for the post in which you will be employed with NHS Orkney.

Benefits and Salary:

Did you know NHS Scotland salaries are higher than those in England, Wales, and Northern Ireland?

The salary for this post is **Band 3** and if residing on Orkney, you'll also receive a **Distant Islands Allowance of £1,719** pro rata per annum, adding extra value to your rewarding career with us.

NHS Orkney also offers an attractive pension scheme, wide range of work life balance policies, employee assistance programme and various discounts to both local and national retailers.

Further Information:

If you share our vision and are ready to be part of Team Orkney, we'd love to hear from you. Your rewarding career starts here!

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process, and you will be asked whether you require any during your application. If there are additional requirements you would like to request, please contact ork.recruitment@nhs.scot

For further guidance on the recruitment process and tips for creating a strong application, please refer to our Candidate Application Pack.

To find out more about this opportunity please contact Lucy Flett, Senior Charge Nurse by email on lucy.flett@nhs.scot or Joanna Laird, Senior Charge Nurse on joanna.laird@nhs.scot

This post is subject to a Disclosure Scotland check.

NHS Orkney is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

Artificial Intelligence (AI) - Candidates should provide original and authentic responses to all questions within the application form. The use of artificial intelligence (AI), automated tools, or other third-party assistance to generate, draft, or significantly modify responses is strongly discouraged. By submitting your application, you confirm that all answers are your own work, reflect your personal knowledge, skills and experience, and have not been solely produced or altered by AI or similar technologies.

Failure to comply with this requirement may result in your application being withdrawn from the application process.

Please note this advert may close early if sufficient applications are received.

Job Description

1. JOB DETAILS	
JOB TITLE	Phlebotomist
SERVICE	NHS Orkney
DEPARTMENT	Inpatients 1
GRADE	Band 3
LOCATION	The Balfour
REPORTING TO	Senior Charge Nurse

2. JOB PURPOSE

To participate in the provision and maintenance of a high calibre, efficient and professional Phlebotomy service within The Balfour Hospital.

To perform venepuncture (the piercing / puncturing of veins) and veniole (capillary sampling) blood collection, that is invasive and clinical procedures. To extract blood samples from patients in a manner that makes the blood sample suitable for analytical, therapeutic, or diagnostic testing and purpose.

Liaise with

- Medical staff
- Nursing staff
- Anaesthetists
- Infection Control Department
- Laboratory

3. DIMENSIONS

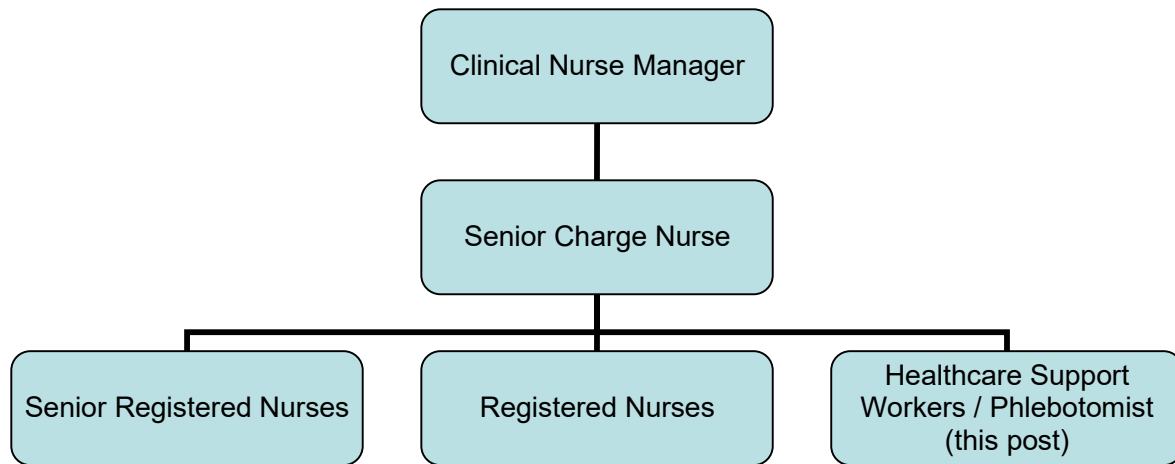
To provide a phlebotomy service to the wards and departments in The Balfour on a Monday to Friday basis.

Communicate closely with medical, nursing and support staff during working hours.

Ensure safe practice during venepuncture, appropriate labelling and safe handling of samples.

Ensure adherence to infection prevention standards at all times.

4. ORGANISATIONAL CHART



5. ROLE OF DEPARTMENT

Provision of comprehensive inpatient care for patients including treatment, preventative care, screening, and patient education.

Development and implementation of policy/services

- To follow all relevant NHS Orkney policies and procedures.
- To follow all NHS Orkney Health and Safety and Human Resources policies.
- To ensure comply with local and national policies for the safe, secure, and confidential processing and storage of patient and other laboratory information.
- Adhere to phlebotomy training manual to minimise risk of needlestick injuries, following protocols should such an injury occur.

Research, Training and Development.

- To attend training sessions and to understand the sampling requirements for diagnostic testing.
- Support training for all new phlebotomy staff.
- To maintain up to date competency and understanding of phlebotomy technique and sampling conditions.
- Support trials by laboratory Departments where Phlebotomy is concerned.

Planning and Organisation

- To be responsible for organising allocated work to be processed in a safe and timely manner.
- To organise and implement their own daily workload as to fulfil the requirements specified by the Nursing and Medical Teams.
- To be able to deal with constant interruption and to be able to prioritise tasks appropriately for multiple patient samples.
- To be flexible and provide cover for colleagues as experience and training allows.

General

- Follow the organisation's code of practice for dealing with blood specimens and blood spillages.
- Ensure that the workplace and work equipment are maintained and kept clean and tidy
- Adhere to and maintain Health and Safety procedures in the department and throughout the hospital.
- To promote and maintain a professional, courteous, and positive image of The Balfour

6. KEY RESULT AREAS

Patient care, treatment and therapy.

- To receive patients in a polite, and efficient manner
- To communicate the testing procedure, putting all involved at ease, giving clear instructions on any pre-test preparation requirements, e.g. fasting or urine collections
- To communicate with patients, parents, carers, and children in a caring manner and obtain lawful consent to perform an invasive procedure.
- To perform venepuncture (the piercing / puncturing of veins) and veniole (capillary sampling) blood collection, that is invasive. And all clinical procedures required in blood taking for both adults and paediatrics.
- To check patient details against the request form submitted
- To be able to deal with distressed patients
- To follow all departmental Standard Operating Procedures (SOP)
- Ensure that patients are treated safely and courteously, causing the minimum of distress or discomfort throughout the blood sampling procedure.
- To provide advice to patients and clinical staff on the appropriate collection requirements for samples.
- To deal with patients and clinical staff initial enquiries and to relay to senior staff where necessary.
- To deal with ward patients, who may be confused or distressed, in a caring understanding way offering the highest quality service to all the patients
- To always follow strict uniform and hand hygiene policy in all areas.

Analysis & Judgement

- Interpret handwritten requests for blood collection
- To be able to judge the testing requirements for each test and to be able to take blood into appropriate tubes and in the correct draw order.
- Ensuring that the sample(s) are correctly labelled and otherwise properly treated so as to be suitable for the analyses requested.
- Recognise contraindications and complications arising from the procedure and refer to the Senior Outpatient Lead

- Knowledge of the anatomy and physiology relevant to obtaining blood by invasive procedure enabling appropriate choice of vein and needle size.

Financial and physical resources.

- To help maintain appropriate stocks of phlebotomy consumables in the immediate work area and to advise senior staff of low stocks.
- To minimise wastage of materials by appropriate stock rotation and by good phlebotomy technique.

Human Resources.

- To assist in the training of new members of phlebotomy staff
- To attend team meetings
- To take part in appraisals

Responsibilities for information resources and/or systems.

- To access computer generated ward and outpatient phlebotomy lists
- When necessary, to file and retrieve Pathology request/ laboratory request forms.
- Maintain audit records as defined by the Outpatient Senior Charge Nurse
- Ability to deal with telephone enquiries and relay accurate messages to appropriate individuals.

Physical skills in carrying out roles and responsibilities

- To be able to work quickly and accurately with a high degree of manual dexterity.
- Competed (to the satisfaction of the Outpatient Charge Nurse) a period of training in venipuncture and methods of disposal of sharps syringes and items contaminated with blood.
- To use good phlebotomy technique to avoid bruising where possible.
- Good hand / eye coordination and manual dexterity involving fine manipulative and repetitive movements is essential for the procedure to be carried out.
- To be able to confidently, discreetly, and directly deal with patients infected with potentially hazardous and possibly life-threatening infections and infestations.
- Daily contact with critically ill patients receiving treatment
- Able to work in restricted and uncomfortable positions. Be able to stand and walk for substantial periods of time
- There may be occasions related primarily to patient conflict where the post holder will be exposed to verbally abusive situations.

7a. EQUIPMENT AND MACHINERY

- Domestic products
- Non-invasive monitoring for physiological measurements
- Patient trolleys / Beds
- Computer, photocopier, shredder,

- 3 telephone & answering system
- Teleconferencing equipment
- Dressings and surgical appliances
- Cardiac Arrest Trolley & Defibrillator

7b. SYSTEMS

- Post holder will be required to operate effectively the systems detailed above that need expert validation prior to use on patients.
- Electronic data storage
- Use of electronic administration systems.
- Prepares equipment, materials, and self, appropriately for the work to be carried out
- Use, maintain, handle and store equipment and materials efficiently, effectively, and safely
- Member of staff reflects on own practice and sets objectives to improve practice as necessary

8. ASSIGNMENT AND REVIEW OF WORK

The post holder works autonomously to protocols and NHS Orkney guidelines within their scope of practice, referring as required to the Senior Charge Nurse.

Works within all relevant practice policies and procedural guidelines, for example Infection Control, Confidentiality, etc.

Post holder will work hours flexibly to meet service needs.

9. DECISIONS AND JUDGEMENTS

Works at all times within the established policies, protocols and guidelines of the OPD.

Undertakes clearly defined clinical duties which have been agreed and taught.

Clinically works to protocols and NHS Orkney guidelines. Decisions and clinical judgements along with protocol referred to a health care professional before proceeding with treatment.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Prioritising a varied and demanding workload on a daily basis to meet deadlines.
- To develop his/her own special interests enhancing the provision of service and help to set up effective phlebotomy clinic.
- Time management

11. COMMUNICATIONS AND RELATIONSHIPS

Communicates with people and their families in a clear manner and at a level and pace appropriate to:

- their abilities
- how they prefer to communicate

- this may involve verbal or non-verbal communication
- their manner of expression
- their personal beliefs and preferences

This includes giving reassurance and support from the time of arrival at Outpatients and throughout the patients stay until discharge

Actively listens and responds to what people are saying and observes their behaviour and reactions

Checks information from other people and confirms its accuracy. This could be relaying messages to other staff or members of the multi-disciplinary team, or between patients and their families

Establishes any help people require and acts on this appropriately, an example of this may be helping patients with visual or hearing impairments

Communicates information only to those people who have the right and need to know it consistent with legislation and Orkney NHS Board's policies.

Creates opportunities for people to communicate effectively, ensuring that patients are provided with a quiet, private area as needed

Internal Contacts

Nursing staff

Medical Staff

Anaesthetists

Laboratory

Clerical/admin staff

Office and IT

Other Community Staff including Specialist Nurses and AHP's

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands

- Manual Handling / manipulation / positioning of patients' limbs on a daily basis
- Hand, eye coordination and accuracy required when performing venepuncture procedure
- Pushing of trolley's whilst working at ward level
- Standing and walking for the majority of shift
- Bending / stooping whilst obtaining sample at all times

Mental Demands

- Maintaining patient flow throughout, with correct documentation etc
- VDU skills – Laboratory results all accessed on screen
- Reorganisation of workload due to unforeseen circumstances

- Ensuring nursing and medical teams are equipped with necessary information to deliver care

Emotional Demands

- Managing care of very anxious patients undergoing diagnostics
- Dealing with distressed patients, patients with cognitive impairment, needle phobia etc.
- Managing stress from dealing with patients who are known to you personally, on a regular basis
- Managing stressful situations with colleagues and patients when clinics overrun

Working Conditions

- Exposure to body fluids.
- Exposure to “used” sharps
- Constant use of computers

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

- Previous experience as a Healthcare Support Worker / Care Assistant within a health or social care setting. SVQ 3 or equivalent health / social care certificate is essential.
- Demonstrates clear understanding of the need for Confidentiality, Dignity & Respect.
- Previous experience in health care Support Worker / Nursing care Assistant or phlebotomist role.
- Good verbal communication skills and an ability to put patients at ease.
- Understanding of record keeping systems and own role in contributing to them.
- Understanding and respect for patient rights and responsibilities.
- Basic technical skills in procedures such as phlebotomy, blood pressures, new patient health checks.
- Basic IT skills.
- Ability to work as a member of a team and understanding of limitations of own role within it.
- Appreciation of the importance of patient confidentiality within role.
- Understanding of relevant protocols and recognition of when to refer patients back to a health care professional.

Job Description Agreement

Job Holder's Signature

Date:

Head of Department Signature

Date:

Person Specification

Job Title: Phlebotomist
Department: Department
Location: Location

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Previous experience as a Healthcare Support Worker / Nursing Care Assistant within a health or social care setting.</p> <p>Basic technical skills in procedures such as observations</p>	<p>Previous adult & paediatric venepuncture experience</p> <p>Minimum 6 months practical adult / paediatric venepuncture experience</p>
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>SVQ / NVQ 3 or equivalent health / social care certificate is desirable</p> <p>Holds a venepuncture qualification to a nationally recognised occupational standard or be willing to complete.</p> <p>Communicates openly & professionally & actively promotes team working & building strong working relationships.</p> <p>Drives improvements.</p> <p>Strong self-awareness with a desire to grow.</p> <p>Excellent computer skills</p> <p>Demonstrates clear understanding of the need for Confidentiality, Dignity & Respect</p>	

<p>KNOWLEDGE AND SKILLS</p>	<p>Handle blood taking.</p> <p>Self-confident & can work under pressure.</p> <p>Ability to work within a team.</p> <p>Ability to work autonomous.</p> <p>Good communication skills.</p> <p>Be an effective team member who can relate to colleagues at all levels of the hospital with tact and diplomacy</p> <p>Ability to coordinate workload and ensuring high quality, safe and effective patient care</p> <p>Ability to liaise with patients in a sensitive manner</p> <p>Ability to follow NHS Orkney protocols.</p> <p>Ability to comply with the Mandatory Induction Standards for Healthcare Support Workers & Code of Conduct for Healthcare Support Workers in Scotland.</p>	
<p>DISPOSITION</p>	<p>Willing to work flexibly to meet needs of the developing service.</p> <p>Experience of working in a health care setting</p>	

Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.



According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>