NHS Grampian

**Job Description**

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| JOB IDENTIFICATION | Must be completed |
| **Job Title:** | Phlebotomist |
| **Department(s):** | Out patient department and Day Case Unit |
| **Location:** | Royal Aberdeen Children’s Hospital |
| **Hours** | 37.5 |
| **Grade** | Band 3 |
| **Salary:** | £20,700 - £ 22,594 |
| **Job Ref:** | PM03261 |

###### SECTION 2

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|  | **Job Purpose**  - the reason why the post exists. This should be a **brief statement**. It should not list all the tasks.   * To provide a high quality phlebotomy and cannulation service to children within the Royal Aberdeen Children’s Hospital, primarily the Out Patient Dept and Day Case Unit. |
|  | **Organisational Chart** (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant).  Nurse Manager  Senior Charge Nurse Out Patients and Day Case Unit  Phlebotomist |

###### Please refer to appendix B(i) for definitions

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| **1** | **Communication and relationship skills**  **Routine information where there are barriers to understanding, tact and persuasive skills are required. May deal with complex or sensitive information.**  Level 3a   * To work as part of a multidisciplinary team (MDT). * Comunicate with the MDT including consultants, other medical staff, nurses and allied health professionals * Communicate verbally with children and their parent/carer to establish a good rapport and taking account of the wide range of ages and cognitive development. * Be able to support children who are anxious distressed as a result of venepuncture in a calm professional manner. Use both verbal and non verbal communication skills * Clinical Information about patients may be sensitive. Confidentiality and trust is essential. * Report back to referrer if procedure unsuccessful or child’s condition alters * Communicate with laboratory staff regarding specific tests * Communicate with children and their families regarding what tests are required, what the process is and how results will be communicated to them * **Exchanges factual information with children/carers using persuasion, reassurance tact and empathy to overcome these barriers.** * Work with needle phobic children to achieve the goal of getting blood tests completed * Ensure written communication is accurate e.g. patient labels on blood tubes , computer entries for Trak Care and PMS * Be aware of aids to communication such as charts pictures symbolsand language line * Develop the skills required to de-escalate conflict situations ensuring safety of slef, patients and others. * Demonstrate knowledge and understanding of NHS Grampian’s policies and procedures and ensure they are followed. |
| **2** | Knowledge, training and experience **Undestanding of a range of work procedures and practices, some of which are non-routine which require a base level of theoretical knowledge**  **Level 3**   * NVQ 3 level qualification or knowledge and experience of phlebotomy and care procedures to equivalent level achieved through training and experience * Experience of performing phlebotomy essential * Experience of performing phlebotomy in children desirable * 2 years experience as a HCSW or phlebotomist * Good grasp of the English language essential * Basic education in English and numeracy to Standard Grade or equivalent * Previous experience of working/ caring with children paid or unpaid basis * Ability to identify correct tubes for samples and send to correct laboratory * Able to use Trak Care to gather information on sampling required and record collection of samples * Can operate machines used to run blood tests such as HBa1C machine, blood glucose monitor. * Commited to learning and development and responds positively to feedback * Responsible for evaluating own learning needs and engage in the appraisal process * Completes all training necessary for the role |
| **3** | Analytical and judgemental skills **Judgements involving facts or situations, some of which require analysis**  Level 2   * Uses judgement to ensure acceptable quality of sample * Decides whether vein is acceptable to draw blood from * Assesses when to proceed or abandon a test according to child’s psychological state and level of compliance * Assess when assistance is required from other personel to aid with distraction/holding * Assesses if clinics running late and informs waiting area of expected delay |
| **4** | Planning and organisational skills **Organises own work tasks or activities**  **Level 1**   * Effectively organises own workload and changes allocation of workload depending on patient need,dependancy and unscheduled events. * Able to use time efficiently to the departments benefit. If no children requiring venepuncure will assist other HCSW in either DCU or OPD with stocking and cleaning * Work with more junior/ inexperienced members of staff to enhance their knowledge and skills in phlebotomy |
| **5** | Physical Skills **Highly developed skills where accuracy is important**  **Level 3b**   * To obtain blood samples from children and babies through venepuncture, as requested by medical staff and nursing staff. * To cannulate children for routine infusion therapy or tests * Requires excellent hand eye co-ordination, speed and accuracy when carrying out intravenous sampling (sampling from children and babies is a highly developed skill due to the reduced visibility, small size and fragility of veins)Basic skills to use information technology to operate such systems as e-KSF, Patient Management System and Track Care. * Required to read patient information on computer screen and update information many times per day |
| **6** | Responsibilities for patient/client care **Provides basic clinical services to patients**  **Level 3b**   * Obtain quality samples for testing * Obtain secure venous access for blood sampling or infusion therapy * Accurately label and process samples. To ensure blood samples are labelled correctly in preparation for being forwarded to laboratories. * Seek assistance if patients clinical state deteriorates |
| **7** | Responsibilities for policy and service development implementation **Follows policies in own role and may be required to comment.**  **Level 1**   * **Follows policies and may participate in discussions on proposals to service changes.** * Comments on proposals * Participate in review of policy * Actively participate in departmental meetings * Participate in audit/surveys as required |
| **8** | Responsibilities for financial and physical resources **Maintains stock control**  **Level 2c**   * Regularly orders supplies and equipment required for OPD & DCU * Demonstrates economy in use of supplies * Actively participates in the care and maintenance of departmental equipment |
| **9** | Responsibilities for human resources **Provides advice ; demonstrates activities to new and less experienced employees; provides training in own discipline**  **Level 2c**   * Assists in induction of new staff * Work with more junior/ inexperienced members of staff to enhance their knowledge and skills in phlebotomy * Supports and educates staff less experienced in phlebotomy on all aspects of their role |
| **10** | Responsibilities for information resources **Responsible for data entry compiled by others**  **Level 2a**   * **Contributes to updating patient records**Hand writes labels on some blood tubese.g Blood transfusion * Accurately records collection of samples on computer system * Uses computer system many times per day to record samples taken and to book future appts for patients * Practice and promote confidentiality at all times * Uses NHS e-mail system to receive NHS Grampian and local updates, communicates with others in relation to this role * Uses NHS Grampian intranet and links available from it and other relevant information resources to find/sed information in relation to this role (e.g. labs section for correct blood tubes required) * Records adverse events on Occurence Reporting System |
| **11** | Responsibilities for research and development **Undertakes survery/audits as necessary to own work; may occasionally participate in research and development**  **Level 1**  Particiapte in research/survey activities as required but on an infrequent basis |
| **12** | **Freedom to act**  **Is guided by standard operaring procedures (SOP); someone is usually available for reference**  **Level 2**   * **Acts on own initiative in delivering patient care, supervision is available but majority of work is indirectly supervised** * Works within SOP ; nurse in charge available for support in the department * Works under direct/indirect supervison of registered nurse/physician * Delegated duties are undertaken according to Standard Operating Procedures * Acts on own initiative adapting to a variety of of situations that may be presented as a result of changing clinical and departmental scenarios * Workload is delegated by registered nurses or medical staff and role is mostly indirectly supervised by a registered nurse/ medical practitioner. |
| **13** | Physical effort **Frequent requirement to sit stand or kneel in a restricted position for substantial proportion of time; frequent light effort for several short periods; occasional moderate effort for short periods**  **Level 2abd**   * Standing bending kneeling to obtain samples many times per day * Maybe required to assist with hoisting patients attending for clinic/ DCU approx once or twice per week |
| **14** | Mental effort **Frequent requirement for concentration where work is predictable**  **Level 2a**   * Concentration required for intravenous sampling * Concentration required to ensure correct samples obtained for correct patient in correct tubes and sent in the correct manner * Required to prioritise work on an hour to hour basis with competing demands on time. |
| **15** | Emotional effort **Frequent exposure to distressing or emotional circumstances**  **Level 3a**   * Works across RACH * Working with distressed children and their families on a frequent basis * Working with terminally ill children on an occaisional basis |
| **16** | Working conditions **Frequent highly unpleasant working conditions**  **Level 4b**   * Daily exposure to blood and body fluidsWorking in confined/ restricted spaces * Requirement to handle sharps safely as laid out in Standard Operating Procedure * Demostrates adherence to to NHS Grampian, local , national ,Control of Substances Hazardous to Health and Health and Safetty policies and procedures |

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| **NHS GRAMPIAN**  **PERSON SPECIFICATION** | |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below. |

**POST/GRADE: Phlebotomist -** **Band 3**

**LOCATION/HOSPITALS: RACH**

**WARD/DEPARTMENT: Out Patient Department and Day Case Unit**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | Basic education with English and numeracy skills at Standard Grade or equivalent | Child protection training |
| **Experience** | NVQ 3 level qualification or knowledge and experience of phlebotomy and care procedures to equivalent level achieved through training and experience  Evidence of caring for /working with children (paid or unpaid) | Venepuncture in children  Cannulation  Working with children in a hospital or a community setting. |
| **Special Aptitude and Abilities** | Able to use own initiative  Able to prioritise  Caring nature  Good communication skills  Patient  Empathetic  Honest |  |
| **Disposition** | Keen and enthusiastic  Flexible | Good sense of humour |
| **Physical Requirements** | Good hand eye co-ordination and good dexterity  Able to perform manual handling of objects and people with given lifting aids available  Able to bend, kneel and sit with ease in order to collect samples  Able to walk long distances within hospital campus if required to collect specific tubes |  |
| **Particular Requirements**  **of the Post** | The post requires the person to be able to manage their time effectively and deal with competing requests for their services.  They must be well organised and appreciate that when there are no children for venepuncture that this role encompasses assisting with the nursing team in OPD and DCU.  The post holder must hold a valid UK driver’s licence and have access to a car. The majority of the hours for this post will be in the community hub locations. |  | Interview  Evidence of Driver’s licence |

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| **MAJOR RISKS IN DOING THIS JOB** |
| *Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/objects, working with hazardous substances, dealing with violence and aggression.*  ***Lifting patients and objects,***  ***Dealing cytotoxic waste,***  ***Dealing with occasional violent and aggressive behaviour***  *If there are no major risks for the job holder please tick this box* |