

AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME



JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION	
Job Title:	Specimen Reception Team Leader
Reports to (insert job title):	BMS Team managers and Blood Sciences Laboratory Manager
Department, Ward or Section:	Blood Sciences Department
CHP, Directorate or Corporate Department:	Clinical Support
Job Reference:	SSCLSSRAIGBIOL45
No of Job Holders:	1
Last Update	Nov 2021

2. JOB PURPOSE
<p>The post holder will be an integral part of the team, as Manager of the Medical Laboratory Assistant (MLA) staff (WTE 8).</p> <p>The post holder will, provide oversight, support and training to all members of MLA staff.</p> <p>The post holder will also be expected to undertake all duties as per the MLA job description:</p> <ul style="list-style-type: none"><li>• Process samples (pre-analytical stage), and enter patient demographics and test details into the laboratory computer system perform a range of simple laboratory tests.</li><li>• Be a first point of contact with users of the laboratory, including clinical staff and patients, both by telephone and in person.</li></ul> <p>The post holder will be responsible for the management of the preparing, packaging and sending away samples by MLA staff to specialist laboratory services out with Raigmore Hospital.</p> <p>The post holder will be responsible for issuing stock items to users of the laboratory and for managing stock control and placing orders.</p>

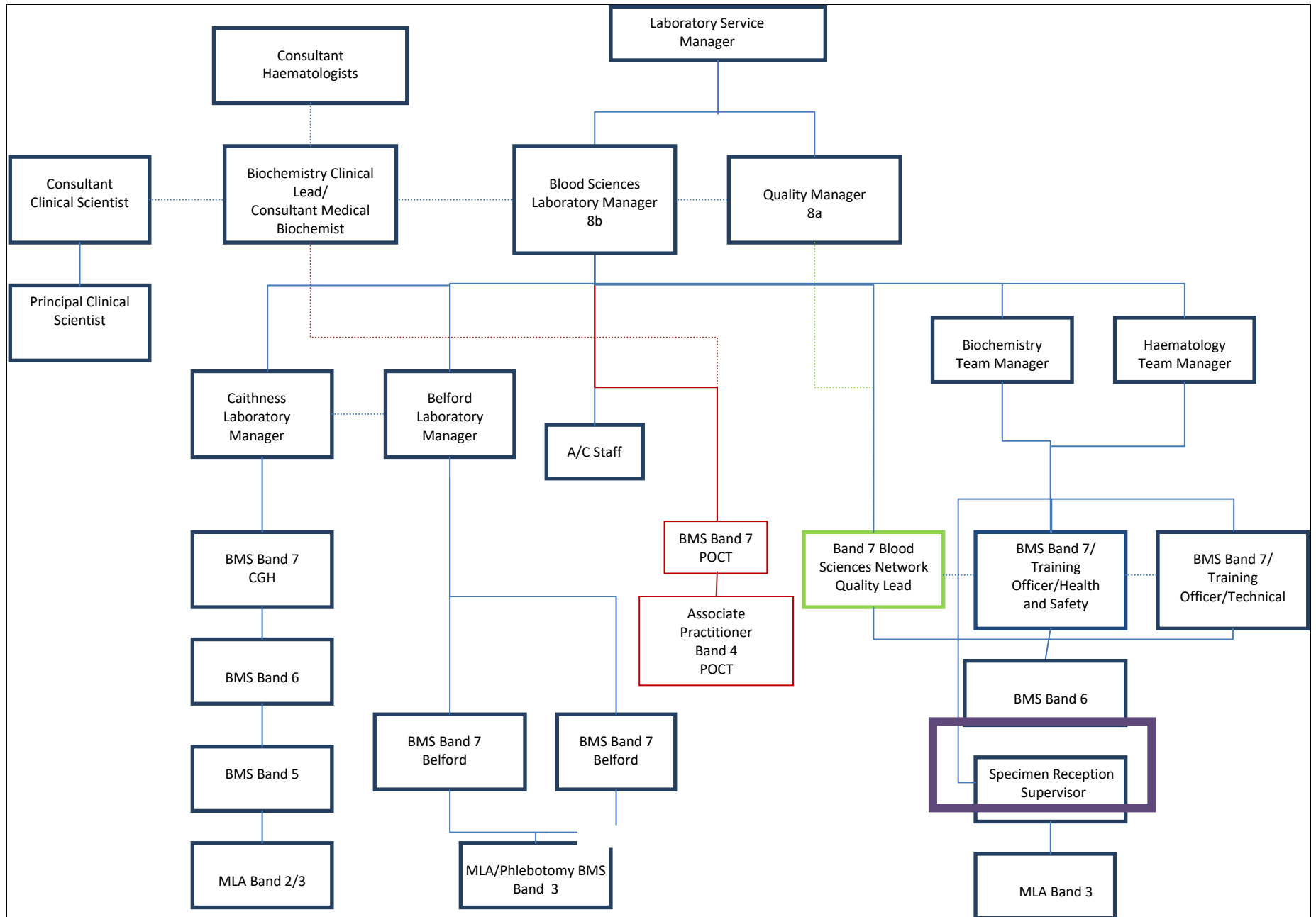
### **3. DIMENSIONS**

The post holder is a member of the team providing Blood Sciences services for patients throughout the Highlands (population approximately 220,000). The annual workload in the Blood Sciences Department at Raigmore Hospital is approximately 365,000 requests or 2.5 million tests. This equates to approximately 1200 requests per day Monday to Friday. There are Blood Sciences Laboratories at Belford Hospital and Caithness General Hospital that are part of the Blood Sciences Service which perform core tests. The Blood Sciences Department at Raigmore performs the more specialised tests for these hospitals.

Staffing establishment in the Blood Sciences Department at Raigmore Hospital is Consultant Medical Biochemist, Consultant Haematologists, Consultant Clinical Biochemists, Team Managers, Team Leaders, Specialist Biomedical Scientists (BMS), Biomedical Scientists, MLA staff and Admin and clerical staff.

The laboratories at Caithness General Hospital and Belford Hospital are multi-disciplinary, providing biochemistry, haematology and blood transfusion services. Staffing comprises Team Manager, Team Leaders, Specialist BMS, and MLA staff.

#### 4. ORGANISATIONAL POSITION



## 5. ROLE OF DEPARTMENT

The department carries out a comprehensive range of effective, high quality diagnostic services and also provides clinical and professional advice to clinicians, hospital departments, regional hospitals and satellite laboratories, general and dental practitioners and outside agencies. The department is a tertiary referral centre for other laboratories in the North of Scotland and a Haemophilia Centre.

Emergency samples are 'fast tracked' including all samples from SCBU, A&E, ITU, Paediatrics, Coronary Care Unit, MHDU and SHDU. The department is operational 24 hours a day for emergency work. This requires staff to be competent to work out of hours to provide results and information for users of the service, troubleshoot problems and provide solutions.

The majority of analyses are performed on complex automated analysers, however skilled manual techniques are also employed.

The laboratory is accredited by United Kingdom Accreditation Service (UKAS) against ISO15189:2012 standards.

Departmental consultants provide clinical resources and advice for other clinicians, GP's, regional hospitals and satellite laboratories. Haematology and Biochemistry consultants also hold outpatient clinics.

Provides a service to the Scottish National Blood Transfusion Service who require immediate results to assess the suitability of platelet donors.

The department is divided into six operational sections:

1. Specimen Reception. All patient samples and request forms are checked, given a unique bar-code number and prepared for analysis. The test requests and patient details are entered into the laboratory computer system. Specimens are prepared for despatch to Specialist Reference Laboratories.
2. Track equipment: The majority of the work is loaded onto the automated track which directs samples to full blood count, general biochemistry, and immunoassay analysers as appropriate.
3. Film reporting: Examination of blood films using a microscope, red blood cell abnormalities, white cell abnormalities (e.g. Leukaemia), platelet abnormalities, detection and identification of

Malarial parasites/microfilariae and suggesting further investigations.

4. Coagulation: Identifying coagulation abnormalities (e.g. Thrombophilias, Haemophilias) and monitoring of anticoagulant treatment (e.g. Warfarin and Heparin). Specialist coagulation tests: Lupus Anticoagulant, Thrombophilia, Low Molecular Weight Heparin, von Willebrand screening. Intrinsic and Extrinsic Factor Assay, Inhibitor Screens, are a requirement in the department's role as a Haemophilia Centre.
5. Semi-automated and manual: Tests in this area involve using a variety of equipment including HPLC for HbA1c and haemoglobinopathy screens, spectrometry for xanthochromia and G6PD assays, osmometry, and plasma viscometry.
6. Point of Care Testing (POCT). The department is responsible for Point of Care Testing equipment including glucose meters and blood gas analysers on various wards and in clinics.

### **Quality**

The department aims to raise quality standards, promote the concepts of continuous improvement, customer satisfaction and team working, always in compliance with the requirements of regulatory and accreditation bodies. This incorporates internal quality control, external quality assurance and internal audit programs.

### **Training**

The department is an Institute of Biomedical Science approved training centre and the department's staff assist and support the above functions in the identification of training needs and the delivery of an effective training programme. The staff participate in continuing professional development, key-performance indicator development and data collection and the knowledge and skills framework.

Microsoft Word and PowerPoint are used to prepare training material and presentations.

### **Projects**

The department's staff assist and support research and development projects within the hospital and outside agencies.

## 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

### **Policies and Procedures**

Adherence to policies and procedures relevant to all areas of work in accordance with Departmental, Unit, Hospital and regulatory requirements. These would include the following:

- All Standard Operating Procedures
- Quality Management Policies
- External Quality Assessment and Internal Quality Control
- Laboratory and Hospital Health and Safety
- Human Resources
- Risk Management and Clinical Governance
- NHS Highland policies and current data protection legislation

### **Managerial**

- To manage the MLA team under the post holder's direction and ensure a continuous workflow of GP, routine and urgent work through the laboratory.
- To provide and maintain a high quality specimen reception service for the laboratory departments.
- Manage Central Specimen Reception staff including rotation of staff to other laboratory departments.
- Devise rotas for MLA's and organise cover for vacant shifts of MLA staff.
- Design, implement and continuously develop systems to improve work systems in specimen reception.
- To monitor Central Specimen Reception performance by arranging the collection of data on sample turnaround times and workload.
- Conduct PDP and Appraisals for MLA staff
- Develop a training matrix, including staff induction, and organise training and retraining of all central reception staff.
- Allocating annual leave whilst ensuring a safe delivery of service.
- Work with Team Managers to ensure satisfactory workflow in central reception
- Work with Clinical Team to optimise send away tests service.
- Plan, Chair and organise a range of meetings for reception staff.
- Line manager to central specimen reception staff.
- Provide advice and guidance when required.
- Liaise with service users
- Identification and management of errors including escalation if necessary, documentation of error and to be part of team investigating root cause.
- Oversight of the Generic e-mail address ensuring add-ons are processed, deleting old e-mails, and managing e-mails.
- Ensuring timely passing of samples to other departments
- Continual review of workflows with changing equipment.
- Arrange and drive change and development through planning, communication and action within the team to ensure that objectives are met
- Plan and prioritise their own workload, co-ordinate other staff, liaise with other departments and agencies in relation to tests and services required
- Is responsible for ensuring that Health & Safety policies and procedures are maintained and accurate up to date records are kept. e.g. Regular Safety Inspections, Completion of Risk Assessments, Moving & Handling Policies, Control of Substances Hazardous to Health
- Contribute to audits of working methods and services provided by the department, identifying any problem areas/causes for concern and bringing forward suggestions for improvement

- Prepare and maintain all essential documentation as required by UKAS standards in relation to their area of responsibility.
- Compile records, statistics and analysis of daily work performed within the section, making recommendations as appropriate, and feedback to the management team.
- Manage assigned staff ensuring adherence to departmental, hospital and national rules and regulations.
- Actively involved in departmental and network projects on the guidance of department managers.
- Perform HR duties relating to promoting attendance, conduct and capability policies and annual leave within the MLA team.
- Approval of staff pay for overtime and TOIL hours..
- Using PECOS systems

### **Technical Duties**

- Manage time and resources effectively in carrying out all duties of the post.
- Respond to questions and enquiries by telephone and in person. If unable to assist, direct enquiries to the appropriate staff member.
- Prepare samples for analysis and register the request ensuring accuracy of sample identification and documentation.
- Centrifuge and separate samples into secondary tubes for testing.
- Ensure samples are triaged according to priority
- Organise samples for storage and retention in accordance with Department Policy and Procedure.
- Process samples being referred to reference laboratories out with the Hospital and accurately document these transfers with adherence to packaging and transport policy and procedures.
- Loading and unloading samples onto automated analysers including recognition of samples requiring further tests according to Standard Operating Procedures.
- Store samples and file slide material.
- Carry out relevant administrative and clerical duties.
- May be required to file and mail laboratory reports.
- Review Specimen Reception SOPs
- Monitor and record stock levels
- Prepare basic chemical solutions.
- Safe disposal of specimens and other consumables.
- Attend departmental Management and Quality and meetings and any other deemed necessary by Team Managers.

### **Receipt and preparation of samples**

Ensure that samples are prioritised for analysis within departmental guidelines. This requires knowledge of priority wards and areas within the hospital, and the requirement to make frequent decisions with regard to urgency of analysis.

Take phone calls from users regarding urgent samples and ensure that such samples are received and analysed appropriately. Ensure that BMS staff are aware of urgent requests for unusual tests so that analysis can take place in a timely manner.

Assess the quality and suitability of a sample for a given test. Frequent decisions have to be made taking into account the age of the sample, the type of sample, which may be one of some 10 different sample types, and the test requested, which may be one of over 100 different tests performed within the Department, or one of a further large number (in excess of 100) sent away to specialist laboratory

departments mainly around the UK. There are also a number of tests that require special collection conditions where the test result is not valid if these conditions are not met.

Ensure that the sample and patient identification provided matches, and meets departmental requirements. Discard samples as appropriate and inform users.

Ensure that all samples and request forms are given unique identifier numbers and that where necessary e.g. for tests which require to be sent away, extra tubes (aliquots) of samples are prepared and identified correctly.

Ensure that sample tubes are correctly labelled so that they reach the correct section of the department for analysis of the required test. This requires knowledge of the organisation of the laboratory.

Centrifuge and separate samples where required, and ensure that samples are filed appropriately. Samples will be filed in a number of different locations depending on the tests requested.

Process known high risk samples.

### **Input patient demographics and test information to the laboratory computing system (Cirdan Ultra).**

Enter full patient information into the laboratory computer system, ensuring that requests are attributed to the correct patient if already within the system. Where patients are new to the Ultra system interrogation of remote systems eg PMS and the CHI database of SciStore is required. Entry of patient demographics requires the accurate transcription and real time checking of confidential patient and clinical information, and knowledge of both the users of the service and the geography of the Highlands. The work includes the interpretation of clinical information and transcribing this to the database. During this activity the post holder may be interrupted frequently by telephone enquiries or requests for results (see below).

Enter test requests into the database, ensuring that the requests are associated with the correct patient and correct sample type. As described above this involves considerable knowledge of systems and organisation within the Department due to the scale and complexity of the services provided.

### **Pre and post-analytical work**

Ensure the correct samples are put on the automated track and once analysed correctly file these away.

### **Maintain communication**

Respond to both telephone and face to face enquiries from users of the service including clinical staff, support staff and patients. This will include enquiries re types of sample required, patient preparation for a given test, special conditions required for a particular test, and enquiries related to the availability and turnaround time for tests.

Respond to telephone requests for test results from users of the service. This involves giving private and confidential test results to users, from the laboratory database and ensuring that results have been communicated correctly. A given enquiry may require some multiple test results to be communicated for a single request.

Take phone calls from users with regard to requests for additional tests to be performed on samples

already received within the department. Based on own knowledge inform users if sample received is not suitable for the requested test.

Contact users directly where samples or request forms received are not suitable for analysis eg insufficient sample, sample too old when received, mismatch between patient and sample identification information supplied.

Resolve issues of incorrect or incomplete patient information by direct contact with users of the service.

Resolve problems and re-issue reports where for example a report has been sent to the wrong location.

Ensure that appropriate comments are added to issued reports for requests where there is a problem with the request so that users are kept fully informed.

Ensure that information to be communicated between MLA staff is recorded in the Communications book.

### **Handling of samples to be sent to other departments**

Run worklists each day for the appropriate sample destinations. Currently the Department sends samples to some 42 different destinations.

Liaise with senior staff to ensure that only appropriate samples are sent, to reduce inappropriate delivery and analysis charges.

Print request forms for the tests required and collate samples and forms, ensuring that the sample is labelled with the appropriate patient identification information and that the information given on forms and samples matches. Ensure that clinical information is included on the request form. Ensure that correct sample type has been provided.

Generate PECOS orders to accompany requests as required, and receipt said orders when test results are returned to the Department.

Ensure that samples are packaged and ready to go to meet the required timescales.

Arrange collection and dispatch of samples that require to be sent frozen with external postal agency, ensuring that required timescales are met. Ensure that arrangements are in place to facilitate return of expensive sample boxes.

Regularly check that all appropriate samples have been sent away and ensure that no samples are waiting to be sent away without appropriate requests.

Contact specialist referral laboratories directly to obtain information re sample requirements and costs of tests.

Create PECOS recurring requisitions when new tests require to be sent.

Ensure that all problems are addressed in a timely fashion.

### **Prepare sample collection tubes, 24 hour urine bottles and solutions for sample processing**

Prepare 24 hour urine collection bottles according to SOPs. This will involve handling hazardous chemicals.

Prepare and print labels for 24h urine bottles and print advice sheets for patients making 24h collections.

Prepare solutions and tubes for treatment prior to storage of samples requiring specialist measurements. This can involve handling hazardous chemicals.

### **Stock handling and management**

Receive and store appropriately, departmental consumables, including signing delivery notes and entering details in stock control records.

Issue stock items to wards and other users e.g. special syringes, kits for pregnancy testing. Keep records of all items issued.

Request the re-order of stock items in the appropriate stock book.

Check and replace all consumables in Sample Reception and ensure that these are re-ordered in a timely manner.

### **Assist with the routine maintenance and use of medical laboratory equipment.**

Carry out daily temperature checks on all fridges and freezers.

Perform routine defrosting and decontamination of fridges and freezers.

Perform weekly maintenance and decontamination of centrifuges, including preparation of decontamination solutions.

Operate centrifuges frequently, according to SOPs.

Washing and sterilising of laboratory glassware.

Use pipettes and other dispensers.

Basic maintenance on laboratory equipment.

### **Production of Standard Operating Procedures**

Where appropriate prepare SOPs under supervision.

The post holder is expected to comment on all relevant policies and procedures. The post holder may be expected to review existing SOPs and indicate changes that are required. The post holder is expected to propose changes to SOPs, where their experience and practice indicates that these are required.

## **Other tasks and duties**

Receive and book in external quality control samples. Label and despatch said quality control samples to the correct areas of the laboratory ensuring that BMS responsible is aware that samples are to be analysed. Liaise with the Team Leads to ensure that any problems are resolved in a timely manner.

Retrieve the correct samples from storage if further tests are requested.

Discard samples stored following analysis, from the cold store area according to departmental procedures.

Daily cleaning and decontamination of sinks, sluices and benches.

General administrative and clerical duties including photocopying, filing and disposing of confidential waste.

Laundry duties including bagging of dirty lab coats as foul linen, bagging of sheets and towels, and removal of bags to collection point.

General housekeeping duties

Attend relevant training courses, lectures and departmental staff meetings.

## **7a. EQUIPMENT AND MACHINERY**

Various complex analytical equipment is utilised in the laboratory for which comprehensive training and knowledge is required for competence, before the post holder can take responsibility for the equipment.

The post holder is personally responsible for the safe use and maintenance of a range of extremely expensive, highly complex equipment. Constantly changing technology means that analysers will be progressively upgraded/superseded but currently include the following.

- Sample track system linking the following analysers together; 2 x full blood count analysers, 2 x general biochemistry analysers, 3 x immunoassay analysers
- Stand-alone full blood count analyser with slide-maker/stainer
- Two stand-alone coagulation analysers
- Plasma Viscometer
- HPLC system x 2
- Osmometer

- Spectrophotometer
- Microscopes - Light and Fluorescence.
- Point of Care equipment principally includes glucose meters and blood gas analysers.

Examples of other standard laboratory equipment which are utilised without the requirement for specialist training by the post-holder and other members of staff in some instances under supervision.

- Electronic analytical balance.
- Universal Centrifuges.
- Pipettes (Positive Displacement and Digital).
- Fridges and Freezers.
- Pneumatic tube systems.
- Barcode printer.
- Time and date stamp.
- Printers and copiers

## Chemicals

- Metaphosphoric Acid Reagent – hazardous reagent
- Hydrochloric Acid – hazardous reagent
- Trichloroacetic acid – hazardous reagent
- Sodium hydroxide – hazardous reagent
- Sulphosalicylic acid
- Extrelut Granules – used to ensure that 24h urine bottles containing acid can be handled safely.
- Presept Disinfectant Granules
- Presept Disinfectant Tablets
- Chlorhexadine digluconate – for disinfection
- Isopropanol – for disinfection

## 7b. SYSTEMS.

### Laboratory Information System

Entry of tests requested, patient demographic information and details of sample including clinical information.

Validation of tests where applicable.

Producing work lists for samples which are sent to specialist laboratories across the UK

Use of Ultra to check for previous results when providing results by telephone to users.

Use of Middleware for locating samples for Add-ons

### **Patient administration system**

Used to check patient identification details and resolve problems.

### **Internet**

Using Internet procurement to generate PECOS order forms for despatch with samples as required.  
Receiving of orders when results received by the Department.

### **Computers**

Proficient use of computer software including Word and Excel to maintain records and generate documents, including SOPs.

Using email and MS TEAMS.

### **Departmental stock control system**

Logging reagent deliveries, use of reagents and control of stock items.

### **Other Systems**

- Enter details into SSTS (payroll and e-expenses system).
- Review procedures on the Laboratory Document Control System (ipassport).
- Produce staff rotas using word and excel.
- Ensure the integrity of the patient database within the laboratory computer system by accurate registration of patient demographics and request details.
- Operation of sample tracking system and compliance with sample storage, retrieval and disposal procedures.
- Comply with Quality Management System.
- Query the Laboratory Computer system for patient information.
- Work to safe standards as detailed in Containment of Substances Hazardous to Health (COSHH), Risk Assessments and Laboratory Health and Safety Procedures

## **8. ASSIGNMENT AND REVIEW OF WORK**

### **Assignment of work**

- Is prepared to work flexibly in supervising specimen reception and delivering training, possibly

including evening and weekend hours.

- Implement the Attendance Management policy.
- Follow Standard Operating Procedures with Deputy Managers in Clinical Chemistry and Haematology for reference.
- Follow established acceptance and rejection criteria for matching patient request and samples.
- Follow all related Directorate Policies and Procedures.
- Organise work flow in central specimen reception and prioritises urgent samples.
- Ensure appropriate tests are requested for defined clinical conditions.
- Ensure appropriate stock levels are maintained.
- Devise Rotas for Specimen reception staff
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### **Supervision**

The Team Leader is responsible for Sample Reception on a rotational basis. When performing all tasks the post holder will not be directly supervised or directed, although help and advice from a range of other staff are always available.

BMS staff ensure the proper provision of training but the post holder would be expected to provide most of the on the job training and supervision for newer members of staff.

Personal contact and informal meetings are commonly used to discuss new ways of working and to address any problems that arise.

### **Review**

Different aspects of the job are discussed and reviewed regularly.

Joint annual review comprises a formal interview during which the post holder's current personal development plan is discussed and appraised. A new personal development plan, including core objectives is agreed at a second interview.

## **9. DECISIONS AND JUDGEMENTS**

When working in Sample Reception the post holder has to make frequent decisions regarding suitability of samples and requests for processing, in accordance with departmental SOPs.

The post holder is required to organise own work within the framework of the rota in operation

Judgements involving straightforward facts and situations are made by the post holder, e.g. whether or not a sample should be discarded without further intervention or whether further information should be sought before making the decision to discard.

If the post holder cannot make a decision on a given matter, the BMS in charge will take responsibility.

The post holder will be required to write SOPs for own area, and will be expected to make comments on and suggest changes to existing SOPs based on own experience.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Managing complicated and emotional issues relating to staff

The need to maintain a high level of concentration during periods of high workload in order to ensure that sample processing is performed to the highest quality.

Coping with the unpredictability of the arrival of work.

The need to accommodate ever-increasing workloads (some 5% per year) in the face of a changing workforce with a continued need for training of replacement staff.

The complexity of Sample Reception Variable workload and variable staff shifts.

Maintaining effective time management in prioritising all required duties.

Dealing with complaints from all users of the service, patients, clinicians and staff.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

- Have the necessary skills to motivate and establish working relationships with reception staff and liaise with all levels of staff in the laboratory and from different areas of the organisation.
- Organise and direct reception staff on a day to day basis, reacting to absences and workload requirements and proactively planning workforce required using own judgment.
- Liaise with users and resolve problems, referring to Team Managers when necessary.
- Allocate annual leave for reception staff in accordance with agreed departmental guidelines.
- Line Manager for reception staff.
- Chair reception staff meetings.
- Conduct one to one meetings with reception staff.
- Deal with reception staff concerns in line with the organisation policy.
- Liaise with Clerical Coordinator to ensure continuity of service, e.g. allocating annual leave.
- Communicate with BMS staff and office staff on an ongoing basis relating to work.
- Inform senior BMS staff when problems arise in specimen reception, e.g. equipment problems, complaints from users.
- Respond to telephone enquiries and when appropriate, direct enquiries to other senior staff.
- Communicate with members of the public in response to varied enquiries where tact and empathy are required
- Communicate with other staff groups including Medical, Nursing, Clerical, Porters, Estates Staff and Drivers.
- Communicate specimen results to users in accordance with Standard Operating Procedures.
- Create a training matrix and organise training and retraining of all central reception staff.
- Participate in departmental meetings and directorate seminars and contribute to effective communication within the department.
- Participate in meetings with other departments and staff groups.
- Communicate non-conformities to Team Managers and Quality Lead.

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

## **Physical**

A combination of sitting, standing and walking including the frequent requirement (>50% of time overall) to use a key board

Good hand-eye coordination to ensure that infectious material is handled safely in accordance with health and safety policies and procedures.

The accurate measurement of small volumes of liquid using micro-pipettes.

Good keyboard skills

Frequent moving and handling of laboratory stores..

## **Mental**

High level of tolerance to repetitive work. Need to maintain concentration over long periods of time in order to ensure high levels of accuracy and attention to detail.

Required to perform duties while being subject to regular interruptions from colleagues requesting information, from other staff members requiring assistance elsewhere, telephone calls from users requesting information or requesting additional tests on samples already received by the laboratory.

With regards to telephone calls to the laboratory the post holder will always require to be calm and polite even when dealing with a difficult or demanding call.

Must be able to deal with a variable and heavy workload.

Challenging staff rotas

Dealing with complaints both internally and externally

## **Emotional**

Ability to cope with a stressful working environment

Occasional exposure to distressing circumstances.

Taking responsibility for dealing with staff issues and grievances.

Dealing with staff behaviour

## **Environmental**

The post holder will be frequently exposed to blood, urine and faecal samples as a major part of daily

work.

The post holder will be exposed regularly to noise due to the range of equipment in use eg centrifuges.

The post holder will handle potentially infectious material, including unidentified high risk samples and must be aware of the associated risks at all times.

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

- The post holder will have a good general education to HNC or HND level.
- The post holder will be proficient with the use of computers and will have good keyboard skills.
- Minimum 2 years' experience in a supervisory or management role.
- Standard Grade English and a Science Subject or equivalent.
- Confirmation of training in PDP assessment, absence management and managing employee conduct.
- Excellent interpersonal skills
- Strong organisational skills
- Excellent time management
- Successful completion of a supervisor's / management / leadership course.
- A good understanding of Healthcare Science.
- Extended supervised training for a minimum of one year due to the wide range of duties encompassed within the job equivalent to HNC or HND level.
- High awareness of Infection Control Policies and Procedures.
- Manual dexterity essential.
- Ongoing personal development in subject through attendance at appropriate meetings and courses.

The post requires at least 2 weeks of induction in Sample Reception followed by a further 2 weeks of training in entering of patient demographics. On the job training continues for approximately 6 months although the post holder will be working independently during this time. Training is refreshed at regular intervals.

The post requires an understanding of processes and procedures in the rest of the Department to ensure that samples are directed to the appropriate areas. The post holder will identify problems and take appropriate action

The post requires full knowledge of departmental health and safety procedures.

The post holder is expected to develop and broaden their skills on a continuous basis.

The post holder will be required to enrol in and work towards the Institute of Biomedical Science Certificate of Achievement.

#### **14. JOB DESCRIPTION AGREEMENT**

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: