***NHS GREATER GLASGOW & CLYDE***

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION** | |
| **Job Title:** | **BIOMEDICAL SUPPORT WORKER HIGHER LEVEL** |
| **Department(s):** | **Immunology and Neuroimmunology** |
| 1. **JOB PURPOSE**  The post holder will:  * Work in the specimen reception carrying out the duties required for pre-analytical receipt and preparation of clinical specimens. * Assist the biomedical scientists in the provision of the service**.** * Accountable through the line management structure to the Specimen Reception Supervisor. | |
| MEDICAL LABORATORY ASSISTANTS   1. **ORGANISATIONAL POSITION**  |  | | --- | | **TECHNICAL SERVICES MANAGER**    LABORATORY MANAGER    Quality Training and H&S Manager MANAGER      RECEPTION SUPERVISOR        MEDICAL LABORATORY ASSISTANTS    **THIS POST** | | |

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| **4. SCOPE AND RANGE**  The Immunology/Neuroimmunology Department is the largest in Scotland, with regards  to workload and range of tests undertaken, and is one of the largest within the UK.  It provides a highly specialised, technical, scientific laboratory and clinical service to  support the care of patients with a wide range of immunologically mediated diseases on a  regional/national basis. The laboratory covers a wide range of tests within the  following sections:   * Neuroimmunology * Automated Serology * Immunofluorescence * Immunochemistry * Immunocytometry   The Department uses highly specialised equipment and techniques to perform  complex scientific investigations that include measurement cells and proteins of the  immune system. Some examples are:   * Immunodeficiencies such as HIV / AIDS, as well as those due to cancerous conditions   such as Multiple Myeloma, Autoimmune Diseases such as Rheumatoid Arthritis,   * Allergic conditions such as Asthma, Hay Fever, Eczema and life threatening * Anaphylactic Shock, and investigation of neurological conditions such   as paraneoplastic antibodies and oligoclonal bands.  The Department is a critical part of a multi-disciplinary team approach necessary to  provide optimal care for these disorders.  The Department is staffed by Medics, Clinical Scientists, Biomedical Scientists,  Assistant Practitioners, Biomedical Support Workers and Medical Secretaries.  The Department opening hours are 09:00 to 17.00 Monday to Friday.  The Biomedical Support Workers provide the core staffing for the laboratory reception.  They work as a team to receive and complete pre-analytical processing of  approximately 1000 samples per day. This involves cross checking request forms  and accompanying samples for inadequacies or inconsistencies, labelling samples  and request forms, centrifuging samples, preparing aliquots, entering all test requests  into the laboratory computer and dispatching samples to other laboratories where required. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**   The post holder’s duties are:   * Day to day organisation of specimen reception * Train and instruct less experienced staff and trainee grades in specimen reception duties. * Assist in reviewing, writing and maintaining SOPs for Specimen Reception. * Reception and sorting of samples. * Identify High Risk specimens for Immuncytology and transfer promptly Cell   Laboratory .   * Check and match patient data with specimen and assign a unique laboratory   number.   * Preparation of samples including centrifugation according to SOPs. Ensure correct storage and retrieval of specimens. * Follow defined protocols for disposal of laboratory waste * Identify, label and package specimens for referral to other laboratories. * Book in specimens (PID) on laboratory Information System (Telepath) using bar code readers and keyboard entry and file request forms. * Load, unload and file samples on analysers. * Record refrigerators, freezer, incubators and water baths temperatures daily. * Clean, disinfect and maintain specimen reception bench, centrifuges, water baths, refrigerators, freezers and general laboratory equipment. * Record and report failures or faults in such equipment. * Monitor and maintain stocks of reagents and consumables in Specimen Reception. * Record receipt of goods and arrange for their distribution within the laboratory. * Understand and comply with current Health and Safety guidelines. * Comply with all policies and directives including   Quality Management Policies  External Quality Assessment and Internal Quality Control.  Laboratory and Hospital Health and Safety  Patient confidentiality  Data protection legislation   * Maintain good working relations with all members of staff and treat other staff in a manner that is consistent with employer’s procedures, policies and legislation. * Calibration checking of pipettes used in the laboratory, and maintain records * Maintain all records required for specimen reception and laboratory support |

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| 1. **SYSTEMS AND EQUIPMENT**  * The post holder will be required to have operational knowledge of the   Telepath laboratory information system to input request form details and  interrogate the system for results.   * The post holder will have access to E-mail, the hospital web site and internet. * The post holder will have a working knowledge of general laboratory equipment   including but not limited to:   * Centrifuges * Fridges * Freezers * Water baths * Balances * Safety cabinets/fume cupboards * Hotplate and mixer * Water purification systems |
| 1. **DECISIONS AND JUDGEMENTS**  * The post holder is expected to identify clinical specimens and request forms that   do not meet minimum acceptance criteria and deal with them according to  standard operating procedures.   * The post holder is expected to recognise and report faults or failures in equipment   to Reception supervisor /Senior laboratory staff.   * The post holder has responsibility to report all clinical and non-clinical accidents   or incidents promptly to their supervisor and, when requested, to co-operate  with any investigations undertaken   * The post holder is expected to contribute to the assessment of staff being trained   in specimen reception duties.   * The post holder will follow defined protocols and procedures. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**  * The post holder will report to the Specimen Reception Supervisor. * The post holder must be able to communicate effectively with colleagues regarding   issues arising from pre-analytical and post analytical processes.   * The post holder must be able to communicate basic information in response   to telephone enquiries in a courteous manner**.**   * Assists in the training of less experienced MLA staff. |
| 1. **PHYSICAL DEMANDS OF THE JOB**  * Manual dexterity required for prolonged periods when aliquoting samples. * Work in an area where there is a high volume of blood samples to be   processed using repetitive movements for long periods. Good hand and eye  co-ordination is essential   * A high degree of accuracy and speed is required in sample/request form checking * Keyboard skills and high level of concentration required when entering   patient’s details into laboratory reporting system.   * Standing or sitting for prolonged periods at work station. * Lifting and moving large trays of specimens in and out of storage.  Requirement to handle boxes and packages of various size and weight.  * Requirement to handle Danger of Infection specimens that, are not always labelled   as such when received, and may contain pathogenic and highly infectious  organisms. |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Maintaining concentration throughout the working day, when dealing with high workloads and performing repetitive and sometimes monotonous tasks. * Coping with external disturbances, e.g. telephone enquiries that can be distracting. * Continuous exposure to blood and other body fluids and specimen types that may be noxious an unknown percentage of which may be high risk. * Keeping track of large numbers of specimens that are exchanged between several workstations and ensure their retrieval for filing and storage. * Able to work without direct supervision. |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   * 3 Highers at Grade C or above, which should include either Chemistry or Biology together with Maths, or SVQ3 in relevant science subject, or   Completion of modern apprenticeship in life sciences or completion of equivalent accredited education / learning   * Able to organise and prioritise work within specimen reception * Numeracy, literacy and keyboard skills. * Accuracy in all aspects of assigned duties. * Be able to work as part of a team in a busy Reception area. * Possess good communication skills. * Ability to understand and follow confidentiality policies. * Awareness of safe working practices in the laboratory * Good interpersonal skills. * Good telephone manner * As a healthcare support worker, you are required to comply with the Healthcare Support Workers Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers both as amended from time to time. |

**The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.**

**PERSON SPECIFICATION FORM**

**Job Title:-** **BIOMEDICAL SUPPORT WORKER**

**Department:-** **IMMUNOLOGY**

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| **Qualifications** | **Essential (√)** | **Desirable (√)** |
| 3 Highers at Grade C or above, which should include either Chemistry or Biology together with Maths, or SVQ3 in relevant science subject,  or  Completion of modern apprenticeship in life sciences or completion of equivalent accredited education / learning | √ |  |
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| **Experience** | **Essential (√)** | **Desirable (√)** |
| Advanced keyboard skills |  | √ |
| Experience of working as part of a team |  | √ |
| Knowledge of Medical Terminology |  | √ |
| Knowledge of laboratory processes |  | √ |
| Experience of working within a medical laboratory specimen reception | √ |  |

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| Behavioural Competencies | **Essential (√)** | **Desirable (√)** |
| Good interpersonal skills | √ |  |
| Good communication skills | √ |  |
| Ability to cope under pressure | √ |  |
| Adaptability/flexibility | √ |  |
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| **Other** | **Essential (√)** | **Desirable (√)** |
| Computer literate | √ |  |
| Good planning and organisational skills | √ |  |
| Able to work accurately and efficiently | √ |  |
| Reliable and trustworthy | √ |  |
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