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| JOB IDENTIFICATION |
| Job Title: Clinical Support Worker (Advanced)  Responsible to: Service Manager, reporting to Supervisor or Senior BMS staff  Department(s): Blood Sciences  Directorate: Women, Children and Clinical Services  Operating Division: Acute Services Division  Job Reference: 186495  No of Job Holders: 15  Last Update: 13/06/2023 |

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| JOB PURPOSE  * To provide a range of clinical/technical support services to the Haematology, Clinical Biochemistry, Point of Care Testing (POCT) and Blood Transfusion department including waste management, receipt of samples and deliveries for the department. * Prepares clinical specimens for analysis utilising manual and automated methods with a requirement to be familiar with a variety of biomedical laboratory tests and to have a working knowledge of medical terminology in order to assess samples. * Performs analyser maintenance and trouble-shooting of POCT analysers. * Analyse external quality assurance (EQA) samples using blood gas analysers and glucose meters. * Participate in stock management of blood gas analyser consumables for the hospital. * Organises and maintains storage areas and ensures that deliveries are stored in correct locations * Follows procedures to ensure safe disposal of clinical/laboratory waste. * Registers patient related information onto Laboratory Information System or other manual systems. * Deals with reception and telephone queries from staff from other departments and GPs. * Provides assistance to the Biomedical Scientists, Clinical Scientists and Laboratory Medical Staff for provision of a laboratory service. * Assists in the training of new or less experienced staff. * Organises the packaging of specimens which are sent to various external laboratories throughout the UK for analysis and all associated administrative tasks which includes arranging for sample transportation as required. * To participate, if required, in the out of hours working arrangements, provided 24 hours a day 365 days a year; day, late and night shifts are operated on a continuous working pattern. |

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| **3. DIMENSIONS**  **The Department**  Laboratory Medicine in NHS Fife includes the disciplines of Clinical Biochemistry, POCT, Haematology and Blood Transfusion, Microbiology and Infection Control and Cellular Pathology (including Mortuary Services).The Departments of Clinical Biochemistry and Haematology are located in the South Laboratory at the Victoria Hospital and operate on a 24/7 basis. Clinical Biochemistry is managed as two sections, Automated Core, and Special Investigations. The Core Laboratory handles over 95% of the Department workload; Special Investigations processes work, primarily proteins and toxicology, requiring more complex and time-consuming methods of analysis.  Haematology and Blood Transfusion are also managed as separate sections. Haematology is based in the Core laboratory and includes routine haematology, special investigations and coagulation. Blood Transfusion is based in a dedicated area within the South Laboratory and provides transfusion services to the Victoria Hospital as well as Queen Margaret and community hospitals.  **Workload**  In the year ending 31st March 2021 the Departments of Clinical Biochemistry and Haematology and Blood Transfusion performed approximately 5 million tests on approximately 1 million requests and are among the busiest District General Hospital Departments in Scotland. The nature of the work is wide-ranging, from highly specialised, such as gas chromatography-mass spectrometry, which identifies individual molecules in drugs, to high-throughput automated analyses. Workload is increasing year-on-year by between 2 and 5%, without any associated increase in staff establishment.  **Budget**  Blood Sciences has a total annual budget of£3.8 million per annum. N.B The budget for spend associated with the Roche MSC sits within the general laboratory budget which covers all areas of the service however the departments’ contribution to this is in excess of £1 million. |

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| **4. ORGANISATIONAL POSITION**  The chart represents the job family and line management structure within Haematology and Clinical Biochemistry. There is a Department Head for each Department and a shared Service Manager. There is a Professional Manager/Chief BMS for each distinct functional area. Clinical Scientists only appear in the Clinical Biochemistry job family. |

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| 5. ROLE OF DEPARTMENT |
| The Departments of Clinical Biochemistry, POCT and Haematology and Blood Transfusion are committed to providing a service of the highest quality taking into consideration the needs and requirements of users.    The laboratory is located in the new South Laboratory block at the Victoria Hospital Kirkcaldy (VHK). The Department analyse samples of blood, urine and other body fluids to provide clinical results and interpretive reports to assist in the diagnosis, management and investigation of patients in Fife.  Blood Transfusion provides blood and blood products, appropriate to the patients needs, at the request of a medical officer.  The Departments also provide a 24 hour Consultant led advisory and interpretive service to assist clinicians in patient management, diagnosis and treatment.  Requests may be urgent or routine in nature. The service must be able to treat requests according to their degree of urgency and in a way that is appropriate to the sample type. For example some samples deteriorate faster than others and must be processed more quickly.  The Department use a variety of complex analytical methods including fully automated, semi-automated and manual. These methods are described in written standard procedures involving a high degree of documentation and rigorous document control. Procedures are reviewed regularly to ensure they are up to date.  The department has full accreditation through United Kingdom Accreditation Service (UKAS) to ISO 15189; and the Laboratory and its Quality Management System undergoes regular inspection and review by this external body.  Blood Transfusion is assessed annually by the Medicines in Healthcare Regulatory Authority (MHRA) for compliance with the Blood Safety and Quality Regulations 2005. (BSQR) |

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| **6. KEY RESULT AREAS** |
| Policies and Procedures Adherence to policies and procedures relevant to all areas of work in accordance with Departmental, Health Board and regulatory requirements. These would include the following:   * + - All Laboratory Procedures     - Quality Management Policy and Procedures     - External Quality Assessment and Internal Quality Control Procedures     - Laboratory and Hospital Health and Safety Policy     - Risk Management Procedures     - NHS Fife policies and current data protection legislation   **Duties** Specimen Reception – Preparation for diagnostic testing (55%)  1. Work under the supervision of a Reception Supervisor or Senior Biomedical Scientist. 2. Prioritise urgent Haematology and Clinical Biochemistry samples by separating them into a different specimen stream from routine samples 3. Prioritise Blood Transfusion requests and ensure they are delivered to the department without delay. 4. Check that patient information on the sample matches the information on the form. 5. Check that the samples are correct for the tests requested. 6. Label forms and samples with appropriate bar code(s) 7. Identify requests that do not comply with the Specimen Rejection Policy, label with a code and leave to one side for the attention of the Service Manager or Clinical Biochemist. 8. Place samples on the pre analytics module or in the event of system downtime revert to manual processes including centrifuging samples if required and sorting and racking samples for the various laboratory sections. 9. Measure and record the volume of urine sample, for example 24 hour collection of urine 10. Aliquot samples for testing, for example take a 10ml portion from a larger sample. 11. Safely deal with spills of potentially hazardous body fluids and contaminated forms according to written procedures 12. Communicate any problems rapidly to Biomedical Scientist or Clinical Biochemist staff as appropriate.  Technical and use of equipment in diagnostic testing of patient samples (25%)  1. Operate the pre and post analytical automated systems. Load and unload samples for other Clinical Biochemistry and haematology analysers. 2. Process EQA samples on the hospitals POCT analysers, based throughout the Victoria site. 3. Telephone results from Laboratory Information System, following the procedure for telephoning results 4. Clean and file blood films and bone marrow slides in Haematology 5. Package samples for external labs for the coagulation section of Haematology 6. Regularly monitor the POCT consumable to ensure supply is available at the point of need. 7. Perform basic trouble-shooting for issues with POCT devices.  Research and development (1%)  1. The Departments participate in R&D and Clinical Support Workers may be required to process and store samples for clinical trials. |

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| Waste disposal (4%)  1. Safely dispose of blood samples into Grif bins. 2. Safely dispose of 24 hour urine samples via the sluice 3. Remove orange bags from bins in the laboratories and take to Disposal Area  Disinfection wash up – includes cleaning of equipment for use by others (3%)  1. Make up Distel in all Haematology and Clinical Biochemistry sections and lab areas. 2. Disinfect sample racks 3. Disinfect benches and shelves 4. Wash and rinse pipettes 5. Wash and rinse glassware 6. Defrost and clean fridges and freezers to a set schedule  Supplies (5%)  1. Check stock levels for all consumables used in specimen reception and POCT and minimise wastage.  Laboratory Information System (5%) Clinical Support Workers must be competent in the functions of the laboratory information system. For example; enter patient demographics and requests in the laboratory information system; search for information about tests already entered in the laboratory information system, enter record of telephoning result and recipient. Teaching/Training (2%) Acts as a mentor to less experienced Clinical Support Workers. General requirements A level of English language competency and communication skills necessary to perform this role safely and effectively.  This list of duties is not exclusive and will be reviewed regularly in consultation with the post holder. |

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| 7a. EQUIPMENT AND MACHINERY |
| * Pre and post analytical automated systems are used in the core laboratory and the post holder will participate in the operation and maintenance of these systems. This equipment is provided by Roche as part of a Managed Service Contract (MSC) and includes the cobas 8100 pre-analytics and the p701 refrigerated storage module which are connected to analytical platforms by a bi-directional track.   The c8100 consists of several modules including centrifugation, decapping/recapping, aliquotting, labelling and sample integrity check module and the p701 is a refrigerated archiving system. Both of these modules are highly complex and are driven by Roche middleware (Infinity) which the post holder is require to have a good operating knowledge of to support operation and troubleshooting. With the appropriate knowledge and experience the CSW is expected to train less experienced colleagues in the use of the equipment. The operator must understand the Health and Safety requirements and comply with the appropriate procedures and risk assessments.  Delays or errors can significantly affect the turnaround times and quality of work produced by the Department. If a problem cannot be resolved the operator must report this to a Biomedical Scientist or the Senior or Chief BMS in the section.   * Use of hospital and laboratory IT systems to input patient data and process all requests. (Trak, Cyberlab and LIMS) * Bar code label printers to reprint labels for secondary samples as and when required * Roche Inventory stock management system * Maintenance of blood gas analyser and glucose meters, and respiratory testing devices. * Pipettes and volumetric measuring equipment * Personal Computer and Autocard form scanning software * Photocopier * Telephone |
| **7b. SYSTEMS** |
| * Ensure the integrity of the patient database within the laboratory computer system by accurate registration of patient demographics and request details. * Operates electronic sample tracking system and complies with sample storage, retrieval and disposal procedures. * Complies with Quality Management System. * Queries the Hospital Patient Management System (CHI24). * Utilise proprietary software packages such as Microsoft office, Q Pulse and Datix. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Follows Standard Operating Procedures with Supervisor, Biomedical Scientist and Clinical Scientist staff available for reference. * Follows all related Directorate Policies and Procedures. * Organisation of work is determined by sample delivery to the laboratory and the number of staff available. The supervisor will draw up rosters and a team approach will be followed to ensure all necessary work is completed within an appropriate timescale. * Will attend reception and departmental meetings to review workplace issues * Personal Development Planning is assessed on an annual basis using TURAS. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * Follows Standard Operating Procedures with Supervisor, Biomedical Scientist and Clinical Scientist staff available for reference. The post holder will identify and solve routine problems when they arise e.g. spot mistakes on request forms and apply the Specimen Rejection Policy. * Several different rosters apply to post holders within this group. Each post holder is rostered to work for out with the 09:00-17:10 Monday to Friday period and must use initiative to ensure work is prioritised and processed appropriately, with reduced levels of supervision. * Follows established acceptance and rejection criteria for matching patient request and samples but the post holder is expected to resolve day to day issues such as missing or mislabelled samples and these may be passed to the post holder from other members of staff. * Follows all related Laboratory Policies and Procedures. * Uses own initiative to prioritise urgent work. * Is expected to use initiative in bringing problems to the attention of the Supervisor, Biomedical Scientist and Clinical Scientist staff as appropriate. * The post holder is expected to use knowledge and experience to solve minor problems with equipment and know when and who to contact when the problem is beyond his/her scope and knowledge. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Accurate and efficient checking and labelling of 3,000 samples per day. * Dealing with the requirements (sometimes conflicting) of seven laboratory sections and the two laboratory departments of Haematology and Clinical Biochemistry. * Multi-tasking nature of the job containing laboratory, clerical, clinical and domestic duties. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Communicates with Biomedical Scientists, Clinical Scientists, Consultants, and laboratory staff from other departments, in person and on a regular basis. Communicates important information about a sample or request which may be critical to ensuring the quality of the result. For example ensuring that an arterial blood gas sample is delivered promptly for immediate analysis or passing on information about an additional test. * After appropriate training, communicates complex information (e.g. test results) by telephone to nurse, doctor or GP, directly from the Laboratory Information System screen, exactly as shown, and does not offer any interpretation. * Occasional contact with patients and other members of the public whilst performing EQA on ward-based POCT devices, as well as porters and delivery drivers delivering samples. * The post holder provides and receives complex, sensitive, confidential information in relation to patient test requests and results, which requires skills of tact and diplomacy. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills and demands**   * Highly developed physical skills of hand eye co-ordination and accuracy are required for sample labelling and use of highly specialised equipment. * Long periods of standing when checking and labelling samples and forms * Moderate effort in lifting waste bags and taking to collection point * Personal duty of care in relation to the careful use of equipment   **Mental effort**   * Prolonged concentration and attention to detail when checking large numbers of samples and forms, under time pressure. * Frequent interruption during periods of concentration, busy work area used by other groups of staff e.g. drivers, porters, visitors. * Need to avoid mix ups and mis-labelling as this can lead to serious clinical incidents, e.g. wrong result reported. Mistakes made at reception are difficult to pick up later in the process. * Balancing reception and other duties and the demands of three departments and six sections. * Involved in maintaining a service in the presence of possible adverse events including equipment failure.   **Emotional demands**   * Frequent indirect exposure to distressing or emotional circumstances. Distressing clinical history on request forms, processes emergency requests as top priority.   **Working Conditions**   * Frequent unavoidable exposure to open samples of blood and other potentially infectious body fluids. * Associated risks with participation in an out of hours service e.g. shift pattern, security of the department and equipment * Preparation of biological waste material for disposal e.g. changing orange biological waste bags and sealing with laboratory tag and the sealing of incineration bins containing biological material. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Good standard of education demonstrated by Standard Grade English plus one other subject preferably a science subject. * Extended supervised training for a minimum of one year due to the wide range of duties encompassed within the job equivalent to National Vocational Qualification Level 3. * A basic understanding of Health and Safety Procedures. * Good keyboard skills. * Manual dexterity and good hand eye co-ordination essential. * Able to work as part of a team. * Clear, pleasant manner on the telephone. * Ongoing personal development through attendance at appropriate meetings and courses. * Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 * Your performance must comply with the *NHS Scotland Conduct Policy: Guide to Expected Standards of Behaviour*, which is reviewed regularly; available at [https://workforce.nhs.scot/supporting-documents/guides/conduct-policy-guide-to-expected-standards-of-behaviour/](#) or via the NHS Fife Intranet (Blink). Failure to adhere to the standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to your dismissal. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each post holder to whom the job description applies.  Post Holder’s Signature:  Service Manager Signature: | Date:  Date: |