



 **NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** |
| Job Title | **Healthcare Support Worker** |
| Immediate Senior Officer/ Line Manager | Healthcare Scientist Practitioner |
| Department |  |
| SBU | SNBTS |
| Location | SNBTS Clinical Laboratories |
| CAJE Reference |  |
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| **2. JOB PURPOSE** |
| The post holder provides technical support to Healthcare Science Practitioners and Scientists within the Healthcare Science discipline in which they are employed. The post holder will be expected to have an understanding of a wide range of procedures carried out within the appropriate discipline.Responsibilities will include:* Performing a number of healthcare science technical activities e.g. standard tests appropriate to the discipline including preparation of samples prior to procedure.
* Operation & maintenance of complex equipment.
* Providing technical support to registered Healthcare Practitioners and Scientists.
* Maintaining accurate records in relation to a diverse range of activities carried out.
* Recognising limits of practice and refer to registered practitioners as required.
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| **3. DIMENSIONS** |
| Site Specific**Clinical****Director****BMS 4****BMS 3 x 1****BMS 2 x 5****BMS 1 x 13****BMSW x 14**Edinburgh BTS process in excess of 50,000 patient samples and issues 19,000 Blood Components Annually.  |
| **4. ORGANISATION CHART** |
| Site Specific**BMS 2****Quality****BMS 4****Associate Specialist** **Consultant Deputy Director****Quality****Support Officer****BMS 3 H & I****BMS 3****ESBTC Clinical****Director****BMS****Training****BMS 2 x 3****BMS 2 Compliance Officer****Quality Manager** **BMS 1 x 13****BMSW x 14** |
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| **5. ROLE OF THE DEPARTMENT** |
| Blood, Tissues and Cells (BTC) is a division of NHS National Services Scotland (NSS). As part of the Health Support Group, BTCs contributes to NSS core purpose of delivering effective national and specialist services which enable and support improvements in the health and well‐being of all the people in Scotland. The Core Purpose of the Scottish National Blood Transfusion Service is to meet the transfusion needs of patients in Scotland.To deliver this, SNBTS is the specialist provider of transfusion medicine in Scotland, supplying high quality blood, tissues, cells, products and services. SNBTS works with communities, hospitals and professionals to ensure that the donor’s gift is used wisely and for the benefit of patients.This post is within the Clinical Directorate that provides a comprehensive range of specialist clinical services in strategically located transfusion centres in the major cities in Scotland. Services include blood banking and Immunohaematolgy reference work, Histocompatibility and Immunogenetics in support of donors and transplantation, Clinical Apheresis and Better Blood Transfusion. SNBTS also has two other core operating directorates:* The Supply Chain Directorate: collecting some 250,000 donations of blood and platelets, manufacturing via modern processing, testing a comprehensive, safe and efficacious range of blood components and then delivering them to blood banks for clinical use.
* The Tissues Directorate: collecting from living and deceased donors a comprehensive range of bone, tissues and cells, processing and testing them to ensure that patients receive safe and efficacious products and then delivering to patients

Core Operating Directorates are also supported by: * The Research Directorate: carrying out research and development activities in support of and to develop the core activities of SNBTS to ensure that it is a science led organisation operating in the fields of Immunhaematology, products and components, Transfusion Transmitted Infection, Cellular Therapy and the effective use of blood.
* The Quality and Regulatory Directorate: providing a quality management system and regulatory framework to ensure that SNBTS acquires and retains the necessary licences and regulatory permissions to transact its business safely and effectively.
* The National Information Systems Directorate: providing information and system support to enable SNBTS to carry out its operations safely and effectively.
* The National Finance and Procurement Directorate: providing financial management information support, control and analysis to support the delivery of the business, along with business development and procurement support.
* The Head Office Team: providing overall leadership and support including Public relations and strategic planning and reporting.

The vision of the Scottish National Blood Transfusion Service is to focus on donors and patients to ensure safe and effective transfusion and transplantation. Clinical Transfusion Medicine services provided by SNBTS are a vital service to clinical users in support of specialist patient care. Blood Banking services are also essential to support key elements of the core business of SNBTS provision of blood and blood component therapy. All five geographical clinical Blood Banks based in Aberdeen, Dundee, Edinburgh, Glasgow and Inverness, are able to deliver the core capabilities of a transfusion laboratory.The H&I service within the SNBTS Clinical Directorate provides transplantation and diagnostic testing from a number of different sites. Within the Edinburgh H&I laboratory the emphasis is on the testing required to support solid organ/islet transplantation (renal, SPK, islet and liver) and an allo and auto HSCT programme. As well as up to date HLA typing, antibody testing and crossmatching procedures the laboratory provides clinical liaison for these programmes at multiple MDT meetings. The Glasgow SNBTS H&I laboratory is primarily involved in the HLA testing of apheresis donors and provision of HLA/HPA selected platelets to patients in the West of Scotland. The Dundee H&I laboratory undertakes apheresis donor testing and all HLA disease association testing for the SNBTS. Lastly, the Molecular Immunohaematology laboratory in Aberdeen provides specialist testing for the HPA and HNA systems for investigations of transfusion reactions. |
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| **6. KEY RESULT AREAS** |
| The main duties that the post holder will be expected to undertake will vary dependent on the discipline in which they are employed. General duties common to all disciplines are listed below**Pre-analytical procedures including:**1. Telephone communication with service users, sample/request receipt, integrity checks.
2. Identify suitability for investigation requested, sample/request labelling and registration into Information Management System.
3. Prioritisation of emergency & urgent requests ensuring that they are directed to the appropriate section in a timely manner.
4. Package samples for onward transit and / or processing according to policies and procedures.
5. Manipulates and prepares samples/requests for analysis.
6. Adheres to policies, procedures and discipline specific requirements, including Health & Safety (H&S).
7. Operates discipline specific pieces of equipment in accordance to procedure, adhering to H&S measures at all times.
8. Completes patient data integrity checks and patient file management in local information system in line with National and Local policies and procedures relating to patient confidentiality and data protection.
9. Issue of Blood Products and blood components under supervision of Healthcare Scientists.
10. Place orders for blood components and blood products and receive them into stock.
11. May be asked to deliver blood to clinical users.
12. Will participate in departmental 24 hour shift working under supervision of qualified HCS staff.

**Analytical**1. Completes specified training to acquire the underpinning knowledge and practical skills necessary to operate in the associated healthcare working environment.
2. Safely operates analytical instruments according to established protocols.
3. Ability to recognise when results deviate from normal and take appropriate action within scope of practice.
4. Attains competence to perform planned preventative maintenance on automated equipment according to protocol.
5. Carry out corrective actions as directed and according to policies and procedures.
6. Check patient demographics and retrieve results as requested.
7. Recognise limits of practice and refer to registered practitioners as required.
8. Handle and dispose of clinical waste safely according to local protocol.

**Quality Assurance**1. Perform, record and report quality assurance procedures and report any failures or deviations in Quality control to senior member of staff.
2. Completes paperwork according to HSC discipline protocol complying with regulatory standards.
3. Participates in Validation and evaluation of new equipment.

**Health and Safety** 1. Complies with Health and Safety control measures at all times.

**Stock Control** 1. Monitor & maintain stock levels of reagents and consumables.
2. Handles and stores reagents and consumables in appropriate storage conditions.
3. Ordering of stocks and supplies following departmental procedures

**Information Management**1. The post holder will use a range of systems within their day to day role dependent on

the Life Science discipline:* Information Management systems
* Incident reporting systems
* PCs and software packages
* Stock management system
* Purchase ordering system
* Statistical reporting package
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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| HCSWs generally work with direct/indirect supervision of Healthcare Scientists close by and within well established procedures e.g. SOPs. HCSWs decide whether test request or telephone orders need to be referred to a senior member of staff.Formal objectives are set and agreed annually and reviewed bi-annually during the departmental appraisal system. |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| HCSWs provide and receive routine communication orally, telephonically and electronically from:* medical and nursing staff
* colleagues

HCSW staff may be required to take telephone calls of an urgent and complex nature in respect of major haemorrhage protocols.HCSWs also have direct contact with medical teams and indirectly with patients e.g. delivering blood to wards, outside hospitals etc. |
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| **9. MOST CHALLENGING PART OF THE JOB**  |
| * Uses own initiative to prioritise urgent work.
* Ensure appropriate samples are received for requested tests.
* Ensure appropriate stock levels are maintained, informing senior staff when levels are running low.
* Meeting deadlines in order to enable the routine to continues in an organised fashion.
* Daily indirect exposure to distressing information when taking telephone calls.
* Dependent on discipline may have direct exposure to distressing situations.
* Ensuring accuracy of work in a busy environment.
* Provide a safe, accurate & efficient service, reducing the potential serious consequences of laboratory error.
* Requirement to work out of routine hours.
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| **10. Systems** |
| The post holder will use the following equipment within their day to day role dependent on the healthcare science discipline:* Various automated and semi automated analysers
* Temperature controlled equipment
* Recording, mapping and monitoring equipment
* Scanners and labelling equipment
* Manual equipment requiring dexterity.
* Sterilisation and disinfection equipment
* Various pieces of office equipment
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| **11. WORKING ENVIRONMENT AND EFFORT** |
| **Physical Effort** |
| * Accurate hand-eye co-ordination and manual dexterity are required for manipulation of sample material e.g. pipetting.
* Keyboard skills using high levels of speed and accuracy.
* Combination sitting/standing for long periods of time dependent on task, in most cases requiring repetitive movement.
* Manual handling tasks, dependent on HCS discipline involve: e.g. delivery of blood, replacing reagents on analysers, moving clinical waste, stocks and consumables.
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| Mental Effort |
| * Prolonged periods of concentration while inputting data e.g. patient demographics.
* Maintaining a service in the presence of possible adverse events e.g. equipment failure, IT downtime, Staff shortages.
* Competing demands on time requires prioritisation of workload where interruption is frequent with the requirement to change from one activity to another on request.
* Pressure to ensure investigations are carried efficiently & effectively, knowing that inaccurate and /or delayed results could result in inappropriate treatment of patients.
* Working out of hours with reduced staffing resources covering emergency requirements of the job.
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| **Emotional Effort** |
| * Dealing with negative clinical outcomes on patients who have had intensive work performed by the department.
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| * Continuous, unavoidable exposure to open samples of blood & other potentially infectious biological body fluids.
* Manual manipulation of highly unpleasant specimens e.g. urine, faeces.
* Working for prolonged periods of time in walk in 4oC cold room storage facilities.
* Working with hazardous substances.
* working with liquid N2
* continual use of VDU's
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| QualificationsMinimum SVQ Level 3 in Laboratory Science or equivalent (eg. HNC in applied science).* Excellent communication skills.
* Ability to work both as part of a team & on own initiative.
* Knowledge of Health & Safety, Standard Operating Procedures.
* Experience & basic knowledge of computers is essential as well as a willingness to learn new procedures.
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each postholder to whom the job description applies. |
| Postholder Signature: |  | Date: |  |  |
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| Postholder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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| Manager Print: |  |  |
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| Manager Title: |  |  |
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| HR Stamp: |  |  |
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