NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

Sco6 – 3644-6c

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| 1. JOB IDENTIFICATION | Job Title | Healthcare Support Worker – Higher Level Medical Laboratory Assistant |
| Department(s)/Location | Microbiology Department - Ninewells |
| 1. JOB PURPOSE  * To undertake work in diagnostic laboratories to prepare and process specimens for microbiological investigation using manual and automated techniques. * To assist with the reception of samples, maintenance of records and recording of results of tests. * To support BMS staff and assist in the performance of the specialist, scientific and technical microbiology lab work required for the provision of a high quality diagnostic service in a competent and safe manner. * To support BMS staff and assist in the provision of information to Infection Control to limit the spread of hospital acquired infection. * To support BMS staff and assist in the contribution to clinical governance through service audit, review and development to ISO 15189 standards as assessed by UKAS | | |
| 1. ORGANISATIONAL POSITION  Clinical Director Group Clinical Manager Clinical Lead Clinical Laboratory Manager  Head Biomedical Scientists  Senior Biomedical Scientists  Biomedical Scientists - Specialist  Clinical Support Worker (H) - MLA | | |

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| 1. SCOPE AND RANGE   The Microbiology Department comprises 83 staff and is located within Ninewells Hospital, Dundee and Perth Royal Infirmary. It provides a comprehensive diagnostic service for Tayside and North Fife. Area services are provided for virology, bacterial serology, mycology and other specialised techniques  The Department acts as a source of expertise on control and management of infection, sterilisation and decontamination, antibiotic use, health and safety (with particular regard to microbiological hazards) and related topics. There is a considerable commitment to teaching across a diverse range of students and healthcare groups.  In 2020 the Department carried out over 400,000 investigation including bacterial culture and serology, virus detection and serology, mycology and parasitology.  The Department has unconditional ISO 15189 accreditation as assessed UKAS and is accredited by the IBMS/HPC for BMS training and by the Royal College of Pathologists for Microbiology training of junior medical staff in both bacteriology and virology.  The Department also works in partnership with national organizations such as Health Protection Scotland (HPS) to protect Tayside residents from being exposed to hazards which damage their health, and to limit any impact on health when such exposures cannot be avoided. The service is provided 24/7 for 365 days per year.  The post holder's role would be to work within the context of department strategies, policies and procedures to provide support and assistance to BMS, Medical and other staff to improve the health of the population of Tayside NHS Board area. |
| 1. MAIN DUTIES/RESPONSIBILITIES   Required to take responsibility for own work under a section supervisor who manages the work for the section.  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers.  Policies and Procedures   * To be accountable to the Associate Service Manager, Quality Manager or Clinical Lab Manager & Clinical Lead for quality and technical standards within the microbiology service. * To exercise day to day responsibility for the skills and competence they require to provide a microbiology service. * To prioritise own workload and co-operate with other staff on a day to day basis. * To check that equipment is functioning within parameters, equipment is maintained and faults reported to the appropriate manager. * To comply with all relevant external and internal quality assessment systems. * To comply with all Standard Operating Procedures (SOPs) including all Health and Safety guidance and legislation. * To assist in the acquisition, manipulation and analysis of laboratory generated data to provide information for clinical audit, epidemiology and research. * To ensure adequate stocks of reagents and consumables and report deficiencies. * To operate autoclaves in accordance with HTM 2010 and dispose of waste as appropriate. * To assist in the assessment of new materials and test required to develop the service. * To assist in the performance of tests for research projects approved by the laboratory management.   **Technical:**   * To maintain competence, skills and knowledge in diagnostic microbiology as appropriate. * Without direct supervision carry out microbiological tests on samples from human, environmental and other sources. * To assist and support BMS staff in undertaking specialist manual microbiological techniques such as microscopy, cell counts, culture of samples for bacterial pathogens, molecular detection of viral pathogens, examination and interpretation of cultures, sub-culture and manipulation of isolates, identification of isolates, antibiotic sensitivity testing including detailed reporting, interpretation and validation of results. * To assist and support BMS staff in undertaking specialist instrument-based microbiological techniques such as blood culture, organism identification, sensitivity testing, antibiotic assay, a wide range of serological assays and bacterial toxin assays including quality control, calibration and validation, trouble-shooting and maintenance for the detection of current infection, assessment of past infection and determination of immune status. * To package and despatch specimens to external laboratories for further testing including documentation and computer records. * To be competent in all appropriate Health & Safety procedures. * To assist in the provision of training in some aspects of Microbiology for BMS, Nursing and other Clinical/Medical staff * To carry out duties related to laboratory housekeeping such as removal of waste, maintenance and cleaning of instrumentation, maintenance and cleaning of fridges and freezers. * Management of quality control systems and management and preparation of control materials as appropriate.   **Management:**   * To be open and honest in communication with all staff within the Microbiology Department. * To report any deficiencies in SOPs or H&S issues to the appropriate management. * To assist in the safe use of expensive, highly complex equipment and instrumentation. * To maintain records and logs in accordance with HTM 2010. * To assist in the efficient use of expensive reagents and consumables and maintenance of adequate stocks within the work area. * To participate in audit programs within microbiology and across disciplines and directorates. * To participate in any training or education requirements that are agreed necessary to maintain or enhance competencies. * To assist in the training and supervision of trainee staff including BMS, Medical Laboratory Assistants, Nursing, Junior Medical and other ancillary groups. * To identify, through performance review, any training requirements, deficiencies or competency issues which may require development. |
| 1. COMMUNICATIONS AND RELATIONSHIPS  * Work without direct supervision but following agreed Standard Operating Procedures. * Communicate with a wide range of staff, other clinical/scientific and technical staff internally and externally. Some of this communication will be of a confidential nature regarding results of investigations or rejection of sample. * Provide information at meetings regarding service provision, methodology, quality assurance and clinical governance. * Be accountable through BMS staff to the Associate Service Manager and Clinical Lab Manager. * Work within the wider Microbiology team as part of the diagnostic service and infection control service. |
| 1. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB   Post-holders must work to attain the following or equivalent   * General/scientific education to NVQ3. * A record of continuing Personal Development Plans (PDP). * Experience and competence in a range of microbiological techniques * Competence in the use of laboratory IT systems and knowledge of their applications * Competence in the preparation of media and reagents, dealing with hazards and waste disposal to meet statutory requirements and ensure a safe working environment. |
| 1. SYSTEMS AND EQUIPMENT  * Biological hazard Containment level 2 * Microbiological safety cabinets (Class I and Class II) * Fume cabinets * LabCentre 1cross-discipline Laboratory Information Management System * ICE Desktop requesting and reporting system * Blood culture analyser * Automated Sensitivity and Identification instrumentation * Random Access and Batch analyser for immunoassay * Liquid handling equipment * Microscopes (light, UV and specialist systems) * Centrifuges * Autoclaves * Microtitre equipment * Deionised water supplies * Cold and freezer storage * Ultra low freezers   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |

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| 1. PHYSICAL DEMANDS OF THE JOB   **Work conditions:**   * Handling of a wide range of biohazardous samples containing pathogens in Hazard Group 3 e.g. TB, E coli 0157, HIV, Hepatitis B and C other blood borne agents; Hazard Group 2 organisms e.g. Salmonella, MRSA and potentially novel agents such as SARS and Avian flu. * Direct daily contact with pathological samples, contained and un-contained body fluids and other biohazardous materials e.g. blood, urine, faeces, sputum and tissue. * Frequent (daily) exposure to unpleasant smells from autoclaved clinical waste, specimens and cultures * Handling of reagents, solvents and other hazardous chemicals used in fixing, staining, biochemical tests, disposal of waste etc. * Regular (weekly) work in low temperature and freezer storage   **Mental/physical effort:**   * Continual requirement for high levels of concentration within the work period - up to 2 hours uninterrupted. * Because Microbiology still has a high degree of manual testing a high level of manual dexterity and fine motor skills are required during each work session. * High level of eye and hand co-ordination required for prolonged periods - up to 2 hours uninterrupted. * Sitting/standing with restricted movement for prolonged periods with some repetitive work while processing specimens and microscopy - up to 2 hours uninterrupted. * Handling and processing of waste and loads up to 15 kg several times during a shift * Rare exposure to stressful situations. * Work patterns can be unpredictable and subject to interruptions. |
| 1. DECISIONS AND JUDGEMENTS  * Works without direct supervision on preparation and processing of samples. * Alerts BMS staff regarding unusual results based on skills, experience and quality control data. * Alerts BMS staff regarding technical faults * Organises own work pattern and collaborates organising with others within the requirements of the routine service and other department priorities * Reports to Senior BMS as line manager. * Is accountable to Associate Service Manager, Clinical Lab Manager and Clinical Lead * Has duties assigned by the Associate Service Manager and Clinical Lab Manager * Has work reviewed by the Associate Service Manager or deputy and competency levels agreed with the Associate Service Manager on a continuous basis |
| 1. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Maintaining a high level of accuracy and precision in the process of laboratory investigations. * Processing a large workload to tight deadlines. * Maintaining quality and ISO standards. * Continuing Personal Development Plans. * Adapting to new demands in laboratory science and technology |