#### Form JE 5



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| 1. JOB IDENTIFICATION | |
| |  |  | | --- | --- | |  |  | | Job Title: Medical Laboratory Assistant |  | | Responsible to: Pre-Analytics Service Manager |  | | Department(s): Blood Sciences |  | | Directorate: Access |  | | Operating Division: |  | | Job Reference: **SC06-2961(REV24)** |  | | No of Job Holders: 14 |  | | |
| 2. JOB PURPOSE | |
| The post holder will work within the Quality Management systems of the Departments of Biochemical Medicine, Haematology and Immunology as a healthcare worker in a multi-professional team.  They will carry out his/her work in a competent, safe, efficient and effective manner and will use his/her knowledge, skills and experience to support the delivery of a broad range of complex and specialised analyses in both the routine and non-routine (urgent) context. The analyses are required to provide quality assured laboratory data to facilitate and inform clinical decision making and thereby to aid in the diagnosis treatment and management of patients.  The post holder will receive clinical specimens for analysis and/or for forwarding to other laboratories, will register patient and request related information onto the Laboratory Computer and will prepare the samples for analysis using manual or highly automated processes.  The post holder will receive telephone queries from staff from other departments and external agencies such as General Practitioner Surgeries.  Under direct or indirect supervision, he/she may participate in the analysis of clinical specimens.  The post holder may be required to participate in supporting audit, training and risk management activity in support of the Quality Management systems of the Departments.  The post holder may be required to mentor and support colleagues in training. | |
| **3. DIMENSIONS** | |
| The Departments of Biochemical Medicine, Haematology and Immunology provide a high quality, analytical, interpretive and advisory service, mainly to NHS Tayside Acute and Primary Care Divisions and to North-East Fife.  The Departments work 24 hours per day, 365 days per year and Medical Laboratory Assistants work in support of the delivery of the analytical, technical and scientific work of the Departments.  The main work of the Departments is the analysis of approximately 1000000patient requests per annum, including approximately 65,000 requests received as urgent and approximately 5000 requests which require to be processed in a non-standard manner to maintain the integrity of the samples. These requests are received from sources delivering adult, paediatric and neonatal healthcare across a very broad range of clinical specialties.  A significant volume of work associated with service, academic and commercial Research and Development is undertaken by the Department.  The Department offers its services 24 hours per day, 365 days per year. The service delivered encompasses requests from sources delivering elderly, adult, paediatric and neonatal healthcare across a very broad range of clinical specialties. The Department is also a specialist referral centre for a range of analytes serving a national catchment area and supports extensive Point of Care Testing services. A significant volume of work associated with service, academic and commercial research and development is undertaken by the Department. | |
| 4. ORGANISATIONAL POSITION | |
| |  | | --- | | Clinical Director for Diagnostics Group    Clinical Lead for **Biochemical Medicine**  Clinical Lead for **Haematology**  Clinical Lead for **Immunology**  Consultant Clinical Scientist  Principal Clinical Scientist  Senior Clinical Scientists  Clinical Scientist B  Senior Clinical Scientist  Principal clinical Scientist  Quality Management Team  Lead Quality Manager  Diagnostics Group Clinical Services Manager  Phlebotomy Supervisor  & phlebotomists  Phlebotomy Manager  Blood Sciences Core Lab Service Manager  Pre- Analytical Services Duty Manager, Reception staff  Pre- Analytical Services Manager    Blood Sciences Clinical Laboratory Manager  Blood Sciences Core Lab Assoc Service Manager  Senior Biomedical Scientists  Blood Sciences Assoc Service Manager  Blood Sciences IT Manager  & IT Support Officer  Biomedical Scientists  & Specialist Biomedical Scientists  Blood Sciences Specialist Lab Service Manager  Blood Sciences Assoc Service Manager  Associate Practitioners    Blood Sciences Assoc Service Manager  Medical Laboratory Assistants  Health & Safety Officer  Training Officer  Lead Training Officer | | |
| 5. ROLE OF DEPARTMENT | |
| NHS Tayside Diagnostics Laboratories provide a comprehensive analytical, interpretative and clinical advisory service to primary and secondary care across NHS Tayside, North Fife and South Grampian.  The department also collaborates in a range of research and development and clinical audit projects within Tayside, nationally and in association with third sector organisations and diagnostic companies.  There is a considerable commitment to teaching across a diverse range of students, healthcare professionals and professional institutes.  The Department is accredited to ISO 15189 standards, accredited separately as Blood Sciences and Microbiology. NHS Tayside Blood Sciences department is a United Kingdom Accreditation Service (UKAS) accredited medical laboratory No. 8681; and Microbiology No. 8610.  The annual workload of the Department is in excess of 7 million tests, with workload rising by approximately 3-5% per annum, with a continually expanding repertoire.  The total annual budget is over £20 million comprising of approximately £12 million staffing and £9 million reagents, consumables, equipment and services. The Department operates its services 24 hours per day, 365 days per year.  Blood Sciences comprises of the following departments: Biochemistry, Haematology, Immunology, Bowel Screening, Point of Care Testing and Phlebotomy. The Blood Sciences laboratories receive over 10000 samples per day with a workforce of over 140 members of staff.  Blood Sciences provides a 24/7 high quality, analytical, interpretive, and advisory diagnostic service, across two sites, with the main laboratory facility being at Ninewells Hospital in Dundee and a multi-disciplinary laboratory at Perth Royal Infirmary (PRI). The department is also a specialist referral centre for a range of tests, hosts the Scottish Bowel Screening Service, and provides Clinical Consultancy for Immunology across number of Scottish Health Boards.  The multidisciplinary laboratory at PRI includes Biochemistry, Haematology and Blood Transfusion, which is regulated by the Medicines and Health Regulatory Agency (MHRA).  Microbiology comprises of Bacteriology and Virology in Ninewells Hospital, including a multi-disciplinary Molecular Microbiology Diagnostics suite, providing a comprehensive analytical, interpretative and clinical advisory service.  The Microbiology laboratories receive over 250,000 specimens per annum and employ over 100 staff.  The Department acts as a source of expertise on control and management of infection, sterilisation and decontamination, antibiotic use and health and safety**.** Microbiology also provides a logistics service for the transportation of samples, pharmacy vaccines and chemotherapy drug deliveries across Tayside.  The development and delivery of molecular assays for a number of microbial targets provides opportunities for rapid diagnosis in clinically relevant timeframes and permits detection of existing, new and emerging organisms of Public Health importance. These molecular assays are a new and expanding part of the Microbiology service provision. | |
| 6. KEY RESULT AREAS | |
| The post holder works in a managed environment under the supervision of the Reception Supervisor who manages on a day-to-day basis the Specimen Reception and Data Input aspects of the pre-analytical phase of the work of the Departments of Biochemical Medicine, Haematology and Immunology. Supervision will normally be indirect but may, on occasion, be direct.  The post holder is expected to take responsibility for carrying out his/her own work to the standards set by the Departments. The post holder will be required to comply with all relevant Standard Operating Procedures and with all NHS Tayside and Departmental policies and procedures to include Human Resources, Quality Management, Health & Safety, Risk Management, patient confidentiality and current Data Protection legislation.    Specimen Receipt, Preparation and Registration Duties  The post holder will:  Have knowledge of and adhere to the principles of specimen labelling, collection and storage, including bloods, etc. This can include the collection, transportation and safe delivery of routine and emergency specimens, including Blood Products to appropriate Laboratories and Clinical areas.  Receive requests for analysis on diagnostic specimens, check the validity and consistency of the patient information, reject those which do not satisfy the defined criteria for acceptance and will assign laboratory accession numbers to matched request forms and diagnostic specimens. The requests received will mainly be adult venous blood samples and urine but will also include samples of other biological fluids.  Prioritise urgent and emergency samples in accordance with Standard Operating Procedures and, on these requests, input patient information, source of request, clinical data and tests requested directly into the Laboratory Information Management System, all with accurately and with attention to detail. The post holder will require to use the pneumatic tube system to receive and send sample carriers and will require to be able to carry out basic fault diagnosis and to take appropriate remedial actions.  Accurately and with attention to detail, check the validity and consistency of the patient information supplied on laboratory specimens submitted through Electronic Test Requesting against the information held in ICE and either accept the request onto the Laboratory Information Management System or reject those which do not satisfy the defined criteria for acceptance. The requests received will mainly be adult venous blood samples and urine but will also include samples of other biological fluids.  Prepare samples for analysis and load them directly onto the Core Automated Laboratory analytical platforms. Some requests may require to be filed refrigerated or frozen in the Specimen Reception sample storage systems.  Receive and prepare for analysis or storage under appropriate conditions, and within prescribed timescales, samples received for specialist investigations and for tests where special handling conditions are required to avoid sample deterioration. These samples will often have been collected under exacting conditions of patient preparation and may be irreplaceable. Some of these samples will require to be packaged in appropriate transport conditions to be forwarded to other laboratories, all in compliance with Departmental Procedures.  As required and to facilitate timely analyses, collect in-patient samples from the ward areas in the mornings and General Practitioner and Community Hospitals samples from the mailroom in the afternoons.  Be competent after training in the operation of the Track, to be able to put out emergency samples and other samples into correct lanes and be able to recognize that the aptio track has an error and to report faults promptly through the line management structure as appropriate.  Archive, store and retrieve samples using the RSM and the Departments "Locate" sample system.  Acquire and maintain basic skills to enter patient and request information accurately on the Laboratory Computer. He/she will also be required to use other relevant IT systems after training e.g. CHI24, ICE, e-mail, path manager & NPEX  Evaluate Add-On requests received via e-mail on a case-by-case basis to determine whether the request can be processed or fails to meet acceptance criteria outlined in the approved SOP and communicate back to the requestor the reason why the request does not meet the criteria. Direct any Add-On requests they are unable to make a decision on to either the appropriate member of the clinical staff (or designated deputy) or department. General duties The post holder will:  Follow all relevant Standard Operating Procedures which are part of the Quality Management Systems of the Departments. He/she will report any perceived deficiencies in Standard Operating Procedures to the appropriate Line Manager. He/she will participate as required in the review and update of Policies and Standard Operating Procedures.  Manage time and resources effectively in carrying out all duties of the post.  Respond in a positive, polite and courteous manner to enquiries made by telephone and in person, maintaining patient confidentiality at all times. When unable to satisfy an enquiry, the post holder will direct the enquiry to an appropriate member of staff.  Use and keep clean equipment such as centrifuges, pipettes, automated equipment and the pneumatic tube system, as required.  Carry out relevant and appropriate administrative and clerical duties.  Respond to alarm signal on computerised laboratory refrigerator and freezer temperatures monitoring system by highlighting the alarm condition to an appropriate senior member of staff.  In general, the post holder will not be expected to supervise or train other staff. However, he/she may be required by the Specimen Reception Manager/Deputy Manager to support and assist training by demonstrating his/her duties to staff in training and to less experienced staff at all grades. This may require the post holder to act as a mentor for less experienced staff including Medical Laboratory Assistants and other staff in training.  Ensure open and honest communication with all staff within Specimen Reception and the wider laboratory.  Participate as required in audit programs within Specimen Reception and across the laboratory disciplines.  Participate in any training or education requirements which are agreed to be necessary to maintain competence or to develop new skills.  Undertake transportation duties as appropriate to the role in order to ensure the smooth running of the department, including specimen pickup, mail delivery, delivery of stores, medical notes/x-rays etc.  Health and Safety  The post holder will:  Act in a responsible manner at all times to safeguard the health, safety and wellbeing of him/her self and his/her colleagues.  Will comply with all relevant NHS Tayside and Departmental Health and Safety requirements, policies and procedures.  Will, in the course of his/her daily duties, be required to work with specimens containing “high risk” infective agents. After training, the post holder will be expected to recognise and to self-manage these risks in accordance with Departmental policies and procedures.  Will maintain a safe, clean and tidy workplace including disinfection of the working area, benches and equipment such as centrifuges and will dispose of waste including "sharps" safely and in accordance with NHS Tayside and Departmental policies and procedures.  Will assist when required in the in the reporting of accidents and incidents and will support the Specimen Reception Manager/Deputy Manager and/or the Safety Officers in the preparation of Risk Assessments and Incident reports.  Will report any Health and Safety issues or concerns to the Specimen Reception Supervisor or to another appropriate member of the management team.  Others  The post holder will participate in annual joint performance and personal development review. | |
| 7a. EQUIPMENTAND MACHINERY | |
| Fully automated and semi-automated laboratory analysers | |
| **7b. SYSTEMS** | |
| The post holder will use the following software systems:   * Networked laboratory computer system * Network test requesting software * Independent software e.g., Q pulse, * E-mail, MS Teams and various word processing packages   **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. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| The post holder's work will be reviewed by the Specimen Reception Manager/Deputy Manager and/or Clinical Lab Manager or Associate Service Managers. Competency levels will be agreed with the post holder on a continuous basis. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| The post holder operates within NHS Tayside and Departmental policies and procedures and follows Standard Operating Procedures.  The post holder reports through the line management structure to the Head Biomedical Scientist for Biochemical Medicine.  Duties will normally be assigned by the Specimen Reception Manager/Deputy Manager but may also be assigned through the Line Management structure and by Biomedical Scientists undertaking the "out of hours" service.  The post holder rotates within the Specimen Reception and/or the wider Departments, as required. Support, supervision and advice is available, normally from the Specimen Reception Manager/Deputy Manager but also from senior staff within the appropriate Laboratory Department.  The post holder deals with general enquiries from Service users by telephone and in person. He/she may not be able to satisfy these enquiries and may require making a judgement on who the call should be referred to.  The post holder accepts or rejects samples and tests requested based on criteria defined in Standard Operating Procedures including factors such as available sample type and accuracy and completeness of patient identification. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Maintaining a high level of concentration, accuracy, precision and safety in the process of sample receipt and handling over prolonged periods of time.  Working in a very busy cross-discipline environment where errors may have a very significant, adverse effect on patient care.  Working as part of a team.  Coping with disruptions to the Service due to factors such as equipment failure and staff availability.  Ability to multitask in a busy and stressful environment.  Maintaining up to date knowledge of relevant Standard Operating Procedures | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post holder will:  Be accountable to the Head Biomedical Scientist for Biochemical Medicine through the Line Management structure and, in particular, through the Specimen Reception Manager/Deputy Manager  Be required to communicate complex information internally with Clinical Scientists, senior Biomedical Scientists, Biomedical Scientists, Medical Laboratory Assistants, Consultant Medical Staff, Junior Medical staff and Clerical staff.  Contribute to effective communication within the Departments by participating in appropriate departmental meetings. He/she will help to maintain and develop the Service by interaction with other staff and by keeping up to date with relevant information through minutes of departmental meetings, NHS Tayside Intranet, e-mail and other forms of electronic and non-electronic communication.  Receive information and deal with enquiries from senior laboratory staff, clinicians and other users. The content of the information will vary from routine to complex and may require further action and/or referral to senior Biomedical Scientist staff, Clinical Biochemists and Medical staff.  Respond to personal and telephone enquiries for support and advice in a timely, polite, courteous and helpful manner and in accordance with Standard Operating Procedures. Enquiries will be referred to senior staff when appropriate to do so.  Communicate as required with Practice staff, Nursing staff, Clerical staff, Portering staff and Drivers.  Communicate with the Training officers and Head Biomedical Scientists and the Specimen Reception Manager/Deputy Manager in relationship to competence, personal development plans and the Knowledge and Skills Framework.  Co-operate in audit and clinical assessment programs.  Work in a multi-disciplinary laboratory environment in a co-operate manner to support the management of Biochemical Medicine, Haematology and Immunology within the NHS Tayside Laboratory Services.  Support and assist in the training of Trainee Biomedical Scientists, Biomedical Scientists, Trainee Clinical Biochemists, Medical Laboratory Assistants and other support staff.  May be required to interact with service users including patients, clinicians, nurses and other health professionals in stressful situations where tact and diplomacy are required. He/she may be required to relay information to clinicians and other appropriate staff where empathy, re-assurance and accurate communication are essential and where lack of understanding, contention and hostility can be encountered. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Work conditions:**   * Handling of and exposure to samples such as blood, urine, faeces and other body fluids, many of which may be from patients infected with HIV, Hepatitis B and Hepatitis C, on a daily basis. * Handling of and exposure to potentially hazardous laboratory chemicals. * Frequent use of Display Screen Equipment (DSEs).   **Mental effort:**   * Continual requirement to maintain concentration throughout the working day with sustained attention to detail. * Work patterns can be unpredictable and subject to interruptions. * Multi-tasking and prioritisation of work in a busy and stressful environment. * High level concentration is required when working in the "urgent" requests area which may be over a prolonged period. * Regular interruptions from phone calls.   **Physical Skills**  Requires manual manipulation of small volumes of patient samples, particularly from neonates   * Requires accurate hand - eye coordination. * Requires regular use of keyboard   **Physical Effort**   * May require standing for extended periods of time [up to 2 hours continuously] * May require sitting for extended period of time [up to 2 hours continuously] * Requires regular use of keyboard [up to 2 hours continuously] * Required to move small items of stock on a regular basis, up to 5 Kg.   **Emotional**   * There is daily exposure to patient information containing explicit diagnoses which may include adverse prognoses, including advanced malignant disease. * Working to meet challenging turnaround times in the knowledge that errors, inaccuracies and delays may directly and adversely affect patient management. * Working in a very stressful environment when the analytical systems or IT systems fail. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers  Supervised vocational training in the full range of tasks required in this post. Normally this will take a minimum of one year and equates to SVQ level 2.  Good understanding of the function and operation of a Hospital Laboratory environment are required.  Good numeracy and literacy skills are required.  Good keyboard skills and manual dexterity are required to ensure accurate data input.  Knowledge of a wide range of laboratory tests in respect of their requirements for sample containers, transport condition and storage conditions, along with any specialised sample handling procedures required.  Ability to accurately and with attention to detail transfer clinical information from request forms to the Laboratory Information Management System (LIMS). This requires knowledge of a wide repertoire of medical terminology.  Training and proven competence in the use of appropriate aspects of automated systems and manual techniques, including safe handling of laboratory specimens.  Onsite training provided by duty biochemist for add on e-mail request duty.  Ability to multitask in a busy and stressful environment.  Knowledge and skills framework development portfolio.  Ability to convey a polite, helpful, caring and professional image to colleagues and service users.  Good communication and interpersonal skills.  Ability to work on own initiative and as part of a team.  Knowledge of Health and Safety as relevant to working in a healthcare laboratory environment and proven skills and experience in applying this knowledge.  Training in Infection Control, Health and Safety, Manual Handling, Patient Confidentiality policies | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm this Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role)** | Date:  Date: |