

**JOB DESCRIPTION**

**1. JOB DETAILS**

Job Title: Clinical Support Worker - Phlebotomist

Responsible to: Senior Charge Nurse

Department(s) General wards and other areas

Job Holders Reference: E-BN-N-201

No of Job Holders: 8

**2. JOB PURPOSE**

As part of a multidisciplinary team the post holder will provide care to patients in support of staff and will regularly work without direct supervision, performing phlebotomy for patients in the wards and other areas.

**3. ORGANISATIONAL POSITION**

Head of Acute Services

Service Manager

Operational Manager- Ambulatory Care

Senior Charge Nurse

This post

**ROLE OF DEPARTMENT**

Although not dedicated to any particular department, the phlebotomy staff rotate throughout Forth Valley Royal Hospital taking blood samples from the acutely, and post-acutely, unwell adults in wards and other areas. The role is in working as an integral part of the bigger multidisciplinary team providing quality care to our patients. The phlebotomy team is under the management of the senior charge nurse in medical ambulatory care.

1. **DIMENSIONS**

The post holder has no direct managerial responsibility for any staff or budget

1. **KEY DUTIES/ RESPONSIBILITIES.**

* To obtain routine and urgent blood samples from patients for a variety of general tests as well as drug levels, group and save for actual and potential transfusions.
* Explain all procedures that are being carried out to patients in a polite and courteous manner.
* Check that all sample forms are signed by Registered Health Care staff and that the information on them corresponds with the label details.
* Responsible for the correct labelling of all samples especially group, save and transfusion (incorrect labelling of these samples could have a serious effect on the patient’s health if they were to receive the wrong blood).
* To work within the established acceptance/rejection criteria for matching patient’s requests and samples as detailed on the reverse of the relevant blood forms.
* Follow strict procedures when handling and labelling all samples including those that are high risk in order to avoid spills and/or contamination spreads.
* Ensure that the expected standards of hygiene e.g. hand washing, glove and apron changes are adhered to, to reduce the possibility of spreading hospital acquired infections.
* Checking each patient’s details prior to sampling to ensure that all details are correct and match up with those of the sample request card and labels e.g. name, date of birth etc.
* Liaise with medical and other staff in department as appropriate for patient details, correction of information on bottles, advising on the use of specific bottles for certain tests etc.
* Ensure that the appropriate amount of blood is taken for each sample as this can affect the results of the tests and potentially influence diagnoses and/or future treatments.
* Place all specimens in sample bags for transportation to the laboratory departments.
* Make sure that all samples, routine and urgent are transported to the Laboratory safely and in good time either by hand or via the vacuum tube system.
* To solve minor problems concerning samples and notify the supervisor or manager of any problems that cannot be resolved by the post holder.
* Respond to calls for assistance from other team members or requests for urgent samples and prioritise other work accordingly.
* Dispose of clinical waste, including needles, contaminated bottles and soiled cotton etc., in line with NHS Forth Valley Infection Control Policies
* To assist in the training of less experienced staff including student Nurses in venepuncture procedures a support staff undertaking venepuncture until they are able to work confidently and competently on their own.
* Maintain patient confidentiality at all times
* Ensure patient safety at all times
* Work within NHS Forth Valley policies and procedures to ensure maintenance of safe working practices for patients and colleagues
* Adhere to department and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources
* Maintain stock levels and carry out housekeeping duties, to support the smooth running of the work area
* Participate in Turas review and personal development planning to maintain skills and develop personal growth through training and education

1. **SYSTEMS AND EQUIPMENT.**

To ensure stocks of the relevant equipment are maintained e.g. needles, holders, and bottles etc., for use in Phlebotomy rooms and clinics.

To set up and maintain equipment as required including cleaning quality checking weekly maintenance as recommended by the manufacturer.

To make sure all areas are kept clean and tidy e.g. trolleys, worktops, Phlebotomy chair, trays etc. in other clinical areas.

To ensure all waste is disposed of according to infection control and sharps procedures in line with Infection Control Policies

Operate the vacuum tube system on a regular basis.

Use of the electronic sample ordering system Ordercomms

**7: ASSIGNMENT AND REVIEW OF WORK**

Work is generated by the service on a daily basis and work is assigned to the post holder as required according to activity.

There is a requirement to follow all NHS Forth Valley policies and procedures

The post is subject to regular informal review with access to Registered Health Care available at all times.

Formal annual Personal Development Planning and Review will be conducted by the Senior Charge Nurse.

The postholders will be required to work without direct supervision

**8: COMMUNICATIONS**

To maintain clear / effective lines of communication with all staff.

To liaise daily with Registered Health Care staff and wards/clinic staff.

Explain procedures to patients in a polite and courteous manner.

To answer calls from wards etc. as and respond appropriately

Communicate with people when there is a language barrier for example, different nationalities or patients who have learning disabilities or sensory impairment such as deafness, partially sighted and deal with patients who are volatile and unpredictable.

Participate in department meetings and contribute to effective communication within the department.

**9a: MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

**MENTAL**

Concentration is required constantly throughout the day when taking samples and labelling bottles.

To respond speedily to unplanned situations, for example requests for urgent samples, dealing with confused and/or aggressive patients.

**EMOTIONAL**

To be aware of sensitive issues when dealing with patient groups who may be high risk, confused, aggressive or not capable of understanding what needs to be done.

Dealing with patients who have just received distressing news, for example, newly diagnosed cancer, just informed of the need to have a limb amputated or a pending major abdominal operation.

**9b: WORKING CONDITIONS**

Mobility is required throughout the day with constant adjustment to posture when taking samples according to site used and height etc of the patient, pushing and pulling phlebotomy trolleys

There is exposure to blood throughout the day and other bodily fluids less regularly and exposure to needle stick injuries in each case.

Take samples from high risk patients such as those who have HIV, HEP C, MRSA etc on a very regular basis.

10: KNOWLEDGE/TRAINING AND EXPERIENCE REQUIRED FOR THE JOB.

No formal qualifications are required, but educated to standard grade or equivalent is desirable.

* Experienced phlebotomist.
* Previous experience in a caring environment/role
* Ability to work with people and as part of a multidisciplinary team.
* Ability to work without direct supervision
* Effective written and verbal communication skills.
* Ability to carry out assigned tasks effectively in a busy environment.
* Organisation skills
* Ability to communicate with people form a range of cultures

Must have the ability to work in a multidisciplinary team, with effective communication and good organisational skills.

Standard literacy and numeracy skills essential.

Good clear handwriting.

Manual dexterity essential.

NHS FORTH VALLEY

PERSON SPECIFICATION

**Job Title – Phlebotomist Band – 3**

**Department / Base – Forth Valley Royal Hospital**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Skills/Abilities** | Excellent communication skills.  Good organisational skills.  Reliability.  Flexibility.  IT skills.  Able to use own initiative on a daily basis.  Ability to work under some pressure.  Venepuncture | Ability to adapt to on-going change. |
| **Experience** | Experience of working in the clinical environment. Experience in the delivery of hands-on care. |  |
| **I****nter-personal and social qualities** | Caring and positive attitude.  Excellent interpersonal skills.  Ability to work as part of a large multidisciplinary team. | Good sense of humour |
| **E****ducation / Qualifications** | Good written skills.  Good numeric skills. | Phlebotomy certification |