Job Description

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| **Job title:** | Phlebotomist |
| **Team:** | Improving Access Service |
| **Salary:** | £12.50 per hour |
| **Report to:** | IAS Clinical Lead |
| **Accountable to:** | IAS Clinical Lead |
| **Location:** | Various host sites |

**ABOUT HERE AND OUR CULTURE**

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

**We believe these things to be true**

* Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
* We have a right to take control of our lives
* It takes courage to step forward and effect change. The capacity to lead is within us all
* Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
* True care is a way of living that creates meaning between us all

**Our Purpose in the World**

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

* We strengthen our capacity to care for ourselves and each other
* We recognise each opportunity to help people make meaningful choices
* We encourage ourselves to be guided by our values in the work we do every day
* We develop the capacity for leadership in ourselves and with all those we engage with
* We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
* We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their ‘whole’ selves. For most of us, work takes up a big part of our day. We want to ensure that it’s enjoyable and speaks to us on a level deeper than ‘just getting the job done’.

**JOB PURPOSE**

Working under the direct supervision of GPs, ANPs, and Nurses within the service, and strictly in accordance with specific practice guidelines and protocols, the post-holder will be responsible for performing venepuncture to obtain blood samples from patients only as the result of a direct referral from a doctor or advanced nurse practitioner.

The post holder is expected to work collaboratively with all members of the service team to meet the needs of patients and support practice objectives, policies and procedures. They will seek support from nurses, ANPs and GPs where consultation lies outside of their scope of practice.

**PRINCIPLE DUTIES & RESPONSIBLITIES**

* Ensuring that the patient is as comfortable and relaxed as possible and confirming their agreement to the collection of a blood sample
* Collection of sample(s) of blood in accordance with training and procedures
* Ensuring samples are stored in appropriate containers
* Accurate, legible labelling of all samples to confirm patient identity
* Checking patient identification against GP/nurse request and confirming with patient.
* Recording collection of blood sample in patient record in accordance with service procedure
* Ensuring that samples are dispatched to the appropriate laboratories in a timely fashion
* Ensuring that anomalies are reported to a senior member of staff
* Notifying the GP/nurse of any significant patient issues
* Liaising with and assisting members of the administrative team
* Complying with infection prevention and control policies and procedures
* Participating in service audits as directed by the clinical lead
* Participating in service initiatives to enhance service delivery and patient care
* Supporting and participating in shared learning within the service
* Immediately reporting any risks, incidents or complaints to the on-call delivery team or the clinical leads as appropriate
* Fulfilling safeguarding role for adults and children per national guidance

**USE OF NEW TECHNOLOGY**

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

**CONFIDENTIALITY**

As an employee of ‘Here’ you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by ‘Here’. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

**EQUAL OPPORTUNITIES**

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

**HEALTH AND SAFETY**

The post-holder will implement and lead on a full range of promotion and management of their own and others health and safety and infection control as defined in the IAS Health & Safety policy and Infection Prevention and Control Control policies and procedures. This will include (but will not be limited to):

* Using personal security systems within the host sites according to local guidelines
* Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
* Responsible for the correct and safe management of the specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
* Safe management of sharps procedures, including training, use, storage and disposal
* Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
* Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognized
* Keeping own work areas and general patient areas generally clean and tidy
* Undertaking periodic infection control training (minimum annually)
* Waste management, including collection, handling, segregation, container management, storage and collection
* Spillage control procedures, management and training
* Decontamination control procedures, management and training, and equipment maintenance

**NO SMOKING POLICY**

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in ‘Here’ owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on ‘Here’ premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

**TRAINING AND DEVELOPMENT**

All employees have a responsibility to undertake statutory and mandatory training that is required by ‘Here’.

**AGREEMENT**

This job description will be reviewed as necessary and may be amended to meet the changing needs of ‘Here’. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and ‘Here’.

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| Employees Signature: |  |
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| Print Name |  |
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| Date: |  |

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| Manager Signature: |  |
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| Print Name: |  |
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| **JD author (name and job title):** | Pippa Halley, Clinical Lead |
| **Date JD agreed:** | September 2022 |
| **Brief description of reason for review (if applicable)** | Response to service changes  Removal of duties not specific to service  Addition of safeguarding responsibility |
| **Version number** | 1.0 |