NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: Phlebotomist  Responsible To: Outpatient Department Manager  Accountable To: Director of Clinical Services |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| * To assist in the smooth running of the Outpatient Department by carrying out assigned tasks and maintaining a high standard of patient care in a professional manner at all times * To ensure that the best interests of the patient and the hospital are upheld at all times * To understand and observe the agreed policies and procedures of New Victoria Hospital * To promote and implement the requirements of the Hospital’s Integrated Governance Framework. |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| To provide exceptional care to all patients of New Victoria Hospital. Work collaboratively, as part of a dedicated team, to meet the needs of patients, within the framework of New Victoria’s policies and procedures. |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| * Patients * Consultants * Private GPs * Outpatient clinical staff * All other staff |
| 1. **Duties and Responsibilities of the Post** |
| * Match laboratory requisition forms to specimen tubes. * Communicate effectively and sensitively with patients before, during and after the venepuncture experience. * Draw blood from veins by vacuum tube, syringe, or butterfly venepuncture methods. * Collect other biological specimens from patients. * Collect specimens at specific time intervals for tests, such as those assessing therapeutic drug levels. * Dispose of contaminated sharps, in accordance with applicable laws, standards, and policies. * Dispose of biomedical waste in accordance with standards. * Enter patient, specimen, or billing information into computer. * Maintain medical records. * Ensure the safe transportation of specimens or fluid samples from collection sites to the laboratory collection point. * Provide sample analysis results to physicians to assist diagnosis. * Document route of specimens from collection to laboratory analysis and diagnosis. * Organise or clean blood-drawing trays, ensuring that all instruments are sterile and all needles, syringes, or related items are of first-time use. * Clean medical equipment. * Train other personnel in phlebotomy techniques. * Keep up-to-date technically and apply new knowledge to the job. * Perform day-to-day administrative tasks such as maintaining information files and processing paperwork. * Document all errors and/or incidents affecting patient care. * Report and assist in the investigation and resolution of complaints within area of responsibility ensuring lessons learnt are implemented. * Demonstrate commitment to improving working lives and flexible working patterns, to meet the needs of the service and staff. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, Data Protection Act 1998, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |
| 1. **Disclosure and Barring Service Check** |
| This post requires the disclosure of all criminal record information including details and dates of ‘spent’ convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions through the Disclosure and Barring Service check. If necessary you will be asked to submit written details in relation to this requirement, as well as any other information that will allow us to make a fair decision as to your suitability. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | * GCSE Level or Equivalent * Phlebotomy Certificate |  |
| Knowledge |  | * Previous Private Hospital experience |
| Experience | * Relevant phlebotomy experience | * Experience of taking blood from children |
| Skills and aptitude | * Good interpersonal and communication skills * Ability to adhere to standard operating procedures * Ability to work unsupervised and use initiative * Ability to organise workloads effectively * Flexible attitude to working hours * Ability to work in a team. * Ability to prioritise own work * Self motivation |  |