

## JOB DESCRIPTION

### GENERAL INFORMATION

**Title:** Phlebotomist

**Grade:** Band 3

**Job base:** Harefield Hospital Adult Surgical Wards

**Accountable to:** Sister/ Senior Staff Nurse

**Professionally accountable to:** Senior Nurse/ Matron

### Disclosure & Barring Service (DBS) checks (please delete as appropriate):

enhanced



### Job summary:

- To work as a competent Phlebotomist, obtaining viable blood specimens for testing by the pathology laboratory.
- To provide a safe, efficient and reliable phlebotomy service to inpatients and/ or outpatients.
- To work in accordance with local trust and nationally agreed standards, guidelines, policies and procedures.

### Main tasks & responsibilities:

#### • Communication

To provide reassurance to patients undergoing phlebotomy procedures, including those with learning and language difficulties.

To ensure all contact with all patients, staff and visitors is courteous and professional and that patients' privacy, religious and cultural beliefs are respected.

Work effectively as a team member communicating with other members of the team as necessary. Including communicating promptly to the line manager concerning any areas of the phlebotomy service by patients, relatives or other staff.

To inform line manager of sickness or absence, as early as possible before or on the day of absence.

To inform the line manager of your request for annual leave application at least four weeks in advance.

To attend and participate in team meetings organised by your area of work.

Demonstrate sensitivity in dealing with patients/carers and colleagues, maintaining good customer relations.

Promote a positive image of the Trust at all times.

- **Patient/customer care (both direct and indirect)**

To take blood samples on the wards and/or in the outpatient clinics, as directed by your line manager following appropriate training (dependent upon previous phlebotomy knowledge and experience).

Following demonstration of competence, to make appropriate judgements on suitability of veins for venepuncture, and on acceptability of blood specimens obtained.

To ensure that all specimens are correctly and clearly labelled and that request forms bear the correct and patient identification details in accordance with relevant trust policies and local phlebotomy standard operating procedures.

To follow departmental policies and procedures relating to phlebotomy and to comment on proposed changes to such.

- **Policy development**

Ensure hospital policy is adhered to at all times in regard to patient confidentiality.

- **People management**

Participate in the Trust's appraisal and person development plan schemes by meeting with the manager as appropriate.

- **Resource management**

Use any resources available to you to manage work effectively.

Ensure that all work places are stocked with consumables and are disinfected in accordance with local policies and procedures.

Use all equipment and consumables in a cost effective manner.

To ensure that all equipment/consumables are stored safely and correctly and that any shortfalls are reported to the line manager immediately.

- **Information management**

Use available information systems to assist in your work.

Use the Trust Intranet to enhance care and for professions development.

To abide by the Trust's core behaviours for staff and all other Trust policies including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety policies

- **Research and development**

Work alongside other staff in contributing to developing service.

Participate in staff education and development, including utilising appropriate learning opportunities and to act as a resource for new and staff and students.

## **Further sections**

- To abide by the Trust's Core behaviours for staff and all other Trust policies, codes and practices including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety.

## **Other duties**

To undertake any other duties commensurate with the grade as requested.

**This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the postholder.**

## **ADDITIONAL INFORMATION**

### **Trust mission**

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

### **Confidentiality**

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

### **Health & Safety**

### **Smoking**

It is the policy of Royal Brompton & Harefield Hospitals Group that all people who work for the Trust or, while on its premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke, and so smoking of cigarettes and E-cigarettes is not allowed anywhere on any Trust premises.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Community Services, to ensure that Trust staff and patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

NHS Estates have notified all NHS agencies that E-Cigarettes and the charging there of are not permitted within any Trust property (including accommodation).

## **Diversity**

You are at all times required to carry out your responsibilities with due regard to the Trust's diversity policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

## **Risk management**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

## **Conflict of interests**

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's Conflict of Interest policy, you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

## **CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS**

All staff are required to work in accordance with their professional group's code of conduct (eg NMC, GMC, DoH Code of Conduct for Senior Managers).

## **Disclosure & Barring Service checks (where relevant)**

If the post has been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* or, in some cases, the *Police Act 1997*, it meets the eligibility criteria for a disclosure to be requested through the Disclosure and Barring Service (DBS). Where a DBS check is indicated above applicants who receive a conditional offer of employment will need to complete a satisfactory DBS check prior to the appointment being confirmed.

With the exception of Basic disclosure certificates which only contain information about unspent convictions, all other DBS level checks will disclose both spent and unspent convictions, cautions (including reprimands and final warnings) which are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975 (as amended)*. Enhanced disclosures may also include other relevant police information where this is deemed relevant to the position you are applying for.

A criminal record will not necessarily bar you from appointment - that will depend on the nature of the position for which you are applying and the particular circumstances of the incident(s).

You are obliged to inform the Trust if at any time in the course of your employment you are the subject of a police investigation, or are convicted of a criminal offence.

You must also inform the Trust immediately if at any time during your employment you are the subject of an investigation by the Independent Safeguarding Authority or are Barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while Barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

## **Core behaviours for all Trust staff**

All staff will:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

## Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

### **FOR ALL NURSE JOB DESCRIPTIONS ONLY**

**Nurses working within the Royal Brompton & Harefield Hospitals Group are expected to abide by the essentials of nursing care (6 C's)**

- Competence: to continually develop nursing knowledge and skills
- Care: to always provide the highest quality care to all patients
- Compassion: to treat people with kindness and respect at all times
- Commitment: to always strive to do the best for patients
- Communication: to be open and transparent with patients and colleagues at all times
- Courage: to always speak out if it is in the patients best interest

**Confirmed as accurate by post holder:.....**

**Date:.....**

**Confirmed as accurate by manager:.....**

**Date:.....**

**Date:**