

AFC Reference:	
Job Title:	Community Phlebotomist
Band:	2
Division/Service:	Mid-Mersey
Accountable to:	Assistant Director
Responsible to:	Team Leader

**Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

**Job Purpose:**

The post holder is expected to work effectively as a team member of the community phlebotomy service, ensuring a reliable, timely and quality specimen collection service.

**Duties and responsibilities:**

To take blood samples from patients referred into the service in a variety of settings and venues across the borough of Knowsley

To ensure that all documentation is completed accurately and efficiently.

To keep the supply of essential equipment within the clinics and domiciliary service at an adequate level for service delivery.

### **Managerial / leadership**

To demonstrate leadership by means of effecting change within own sphere of practice when and where indicated.

Making recommendations to improve service delivery.

Influence, motivate, support and enable colleague to contribute towards the effectiveness and success of the service.

To act as a positive team member to promote a positive team environment and support colleagues in the delivery of the service.

Act as a positive role model presenting a professional appearance by ensuring uniform is worn correctly, it is clean and tidy and the dress code policy is adhered to.

### **Clinical**

To work in line with the infection prevention and control policy.

To work in all Phlebotomy clinic's and within the domiciliary service around the Sefton borough.

To maintain a clean and tidy clinical work area at all times.

Maintain high level of competency in all required techniques.

Ensure specimens are appropriately prepared prior to being collected by the courier service, for example, accurately labelled and in correct sample bottles.

### **Communication**

To liaise with other members of the team in the provision of patient care, ensuring that all relevant information is made known to the appropriate members.

Ensure all patients receive a high standard of care and a quality service, welcoming patients in a warm and professional manner.

To communicate with the patients and carers whilst performing the procedure, explaining the task to be performed.

To attend team brief and meetings.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training work shop
- Be an ambassador for Just & Learning and Civility & Respect following the training
- Positively advocate the just and learning culture within your team
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.

- Support their team/services to create a positive environment for Just and Learning Culture
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS:</b>		<ul style="list-style-type: none"> <li>NVQ level 2 in health and social care.</li> </ul>
<b>KNOWLEDGE/EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>Working with the general public.</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in a health care environment</li> </ul>
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>Continuous Improvement</li> <li>Accountability</li> <li>Respectfulness</li> <li>Enthusiasm</li> <li>Support</li> <li>High professional standards</li> <li>Responsive to service users</li> <li>Engaging leadership style</li> <li>Strong customer service belief</li> <li>Transparency and honesty</li> <li>Discreet</li> <li>Change oriented</li> </ul>	
<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>Relevant experience as a phlebotomist</li> <li>Able to demonstrate effective communication skills</li> <li>Demonstrate self-management and organisational skills</li> <li>Demonstrable evidence of a caring approach to the public.</li> <li>Ability to demonstrate flexibility and motivation in the workplace</li> </ul>	



	<ul style="list-style-type: none"><li>• Must be able to travel effectively in the course of duties.</li></ul>	
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