

Job Description

Job Title:	Biomedical Support Worker Deputy Team Leader
Base:	The Great Western Hospital
Grade:	Band 3
Reporting to:	Specimen Reception Team Leader and Deputy Laboratory Manager, Blood Sciences

Our Values

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

- Service** We will put our patients first
- Teamwork** We will work together
- Ambition** We will aspire to provide the best service
- Respect** We will act with integrity

Main Purpose of the Job

This post is responsible for working with the Specimen Reception Team Leader to supervise the day to day processes within Blood Sciences Specimen Reception. This is involved with specimen preparation ensuring an efficient receipt, initial preparation and data processing service is given to the laboratory. This post operates in the Blood Sciences Specimen Reception, in conjunction with Team Leader, the Deputy Laboratory Manager, Lead Biomedical Scientists and Biomedical Support Workers, to form an integral part of the laboratory team to provide a cost effective and quality driven service. It covers core hours and Out of Hours as part of the 24 hour service provided by the laboratory.

Main Responsibilities and Duties

1. To be able to make decisions regarding the quality of specimens, including mislabelled specimens
2. To be able to follow laboratory procedures and policies
3. To be able to plan and organise the allocated workload effectively, including that of support workers
4. To carry out daily work file analysis to monitor workflow
5. To carry out daily BSW tasks in Specimen Reception, including specimen receipt and data entry
6. To oversee the day to day work in the reception area assessing and prioritising the workload accordingly
7. To provide rotas covering all shifts including weekends and bank holidays
8. Act as first point of contact for reception team staff when anomalies arise in relation to inputting of pathology requests, reporting of pathology results or specimen reception and preparation

9. To conduct and participate in yearly appraisals
10. To assist in the recruitment of BSW staff for reception
11. To document and highlight any performance or sicknesses issues to line manager
12. Assist in new staff induction together with the identification and support of their training in the reception area
13. To participate in the updating of Standard Operational Procedures and be responsible for their implementation
14. Troubleshooting and dealing with queries from the laboratory, i.e. mislaid or mislabelled samples
15. Rectifying errors made in the reception area i.e. incorrect data entries.
16. To ensure the maintenance, cleaning and disinfection of all work areas are carried out in line with pathology protocols.
17. Responsible for keeping all consumables needed in the reception area stocked and up to date.
18. Responsible for the registering of patients on to the hospital PAS (Medway) system.
19. To work with line manager to ensure that the reception area meets UKAS ISO15189 accreditation requirements at all times, and to implement any actions deemed necessary in order to maintain the accreditation standards.
20. In conjunction with Carillion Services Limited ensure that the pneumatic tube system is functional and is maintained and decontaminated as required.
21. At all times to act in accordance with and adhere to laboratory and Trust procedures and protocols.
22. To ensure any anomalies / errors are reported to senior staff as soon as possible
23. To participate in the laboratory's quality management procedures, including using and maintaining QPulse
24. To participate in the investigation of root causes of process failures and incorrect results
25. To participate in the laboratory's internal audit program
26. To carry out the pre analytical processing of samples received into the laboratories.
27. To enter results on to the laboratory computer system.
28. To participate in rotas covering extended working day, Saturday and Sunday mornings and Bank Holidays as required.
29. To follow all health and safety policy and instructions provided in the laboratory
30. To ensure all duties, of self and others, are carried out in a safe and controlled manner

31. To be aware of health and safety issues pertinent to laboratory work
32. To use all personal protective equipment, as required by the laboratory health and safety procedures
33. To highlight immediately any health and safety issues (actual or near-miss)
34. To communicate test results by telephone
35. To communicate effectively with colleagues (laboratory and clinical) regarding test procedures or test data
36. To deal with external and internal telephone enquires
37. To know and understand all Trust policies on data security and information governance
38. To attend Departmental meetings, as required
39. To be aware of and support the goal of providing a quality driven patient centred service.
40. To rectify and or bring to the attention of more senior staff/Laboratory Management any issues compromising this goal.
41. To be courteous and professional when dealing with other health care professionals or patients.

Patient Client Care

To be aware of and support the goal of providing a quality driven patient centred service.

To rectify and or bring to the attention of more senior staff/Laboratory Management any issues compromising this goal.

To be courteous and professional when dealing with other health care professionals or patients.

Financial Responsibilities

All staff will support their managers to make efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviation from budgets and are to work with the budget holder or manager to find effective ways of handling it.

All staff must ensure they use resources in a manner consistent with organisational objectives and policies, ensuring that resources are realistic, justified and of clear benefit to the organisation.

Budget Responsibilities

Not applicable – this is not a budget-holder post.

Responsibilities for People or Training

The post holder will be required to induct, train and supervise other staff in laboratory procedures, and may be required to act as a mentor for new / inexperienced support worker staff.

To be able to plan and organise the allocated workload effectively including rostering of other staff.

Other Factors

Regular VDU usage. Ability to concentrate on complex/ demanding tasks.

Flexibility

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

Supplementary Information

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

Person Specification

Job Title:	Biomedical Support Worker Deputy Team Leader
Base:	The Great Western Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
STAR Values	<p>We will expect your values and behaviours to reflect the STAR Values of the organisation: Service - We will put our patients first</p> <p>Teamwork - We will work together</p> <p>Ambition - We will aspire to provide the best service</p> <p>Respect - We will act with integrity</p>	
Education, Qualifications and Training	<p><input type="checkbox"/> Basic English & Maths (GCSE or equivalent) <input type="checkbox"/></p>	<p>Qualification in Clinical Laboratory Support or IT/Keyboard skills (NVQ 3 level) or equivalent</p> <p>Evidence of training in Health & Safety and Quality</p> <p><input type="checkbox"/></p>
Experience	<p><input type="checkbox"/> Experience of working in high throughput environment</p>	<p><input type="checkbox"/> Broad Knowledge of medical terminology</p> <p><input type="checkbox"/> Previous experience of working in a laboratory environment</p>
Knowledge and Skills	<ul style="list-style-type: none"> A good standard of written and spoken English is required to be able to undertake the relevant duties. PC and word processing experience. 	<p><input type="checkbox"/> Use initiative within own limits</p>

Other Job-Related Requirements	<ul style="list-style-type: none">• Able to prioritise own workload and manage time effectively• Willing to work in other areas of the Trust or Trust-wide as and when required to do so.	
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