



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The North Midlands and Cheshire Pathology Services (NMCPs) formed in December 2020, a partnership between The University Hospital of North Midlands (UHNM), Mid Cheshire Hospitals NHS Foundation Trust (MCHT) and East Cheshire NHS Trust (ECT). UHNM is

the lead provider Trust for the NMCPs and is the employing organisation for Pathology employees based at Royal Stoke University Hospital, County Hospital, Macclesfield District General Hospital and Leighton Hospital.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division:** North Midlands and Cheshire Pathology Services

**Job Title:** Phlebotomist

**Band:** 2

**Location:** County Hospital plus community locations

**Hours:** 20

**Managerially accountable to:** Lead Biomedical Scientist (BMS) Haematology (RSUH/CH) via Phlebotomy Manager

**Professionally accountable to:** Pathology Network Manager and Clinical Director (via Lead BMS)

### **Role Summary**

- To be an efficient and flexible member of the phlebotomy team assisting in the delivery of the service.
- The post holder will be required to collect samples from patients using venepuncture and capillary techniques.
- To communicate with patients in a mature, discreet and professional manner, with due regard to confidentiality.
- To work as a team within Pathology following Standard Operating Procedures (SOPs) to ensure a high quality service in all areas of the relevant Pathology Discipline.
- The role involves receiving, sorting and processing samples and data input.
- To comply with the standard operating procedures pertaining to the centrifugation and bar coding of samples and order comms.
- To work within the written Policies and Procedures of the Department especially in relation to Health and Safety and Quality.
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- To liaise and work co-operatively with GP practices, members of the public, porters, couriers, other Trust and clinical staff.
- It is a requirement of the post that information is communicated in a consistent manner in line with Trust legislation, policies and procedures
- To answer telephone enquiries strictly in accordance with Departmental protocol.
- To regularly attend team meetings
- Good general education
- GCSEs in mathematics and English or equivalent at grade C or above.
- Post holder must have manual dexterity
- Experience in working in a similar or caring role.
- Must be willing to undertake training in phlebotomy techniques
- The post holder will exercise judgement and tact when dealing with queries from staff, patients.
- The post holder will be required to prioritise their own workload
- The post holder will be expected to collect samples from patients by venepuncture and capillary techniques
- The post holder may be required to use a keyboard to input data as part of routine duties.
- The post holder will be required to travel to community clinics using their own vehicle and transport samples back to the hospital sites.
- The post holder will be expected to collect blood samples from patients using phlebotomy techniques on a face to face basis.
- Contact with patients is a predominant aspect of the role
- The post holder will be required to adhere to Directorate/Trust policies and procedures.
- The post holder will be required to observe a personal duty of care in relation to equipment and resources used in the course of their work
- The post-holder will be expected to demonstrate activities of the post to new or less experienced staff as directed by the phlebotomy supervisor.
- The post holder may be asked to perform basic clerical duties to provide information
- The post holder may on occasion be required to take part in departmental audits necessary to their own work.
- The post holder will be required to work using own initiative in dealing with routine matters independently wherever possible whilst adhering to departmental protocol and Trust policies and procedures.
- The post holder will be supervised locally
- The post holder will be expected to perform phlebotomy techniques.
- The post holder will be required to travel to community clinical using their own vehicle and transport samples back to the hospital sites. .
- The post holder may be asked to prepare blood samples prior to analysis.
- An element of concentration would be required when bleeding the patients.
- The post holder's workload would be of a predictable pattern
- The post holder may on occasions come into contact with challenging clients.



- The post holder will be working in a ward or outpatient clinical environment
- The post holder will be required to take part in leave rotas and other absence cover as necessary within the phlebotomy team.
- The post holder will be expected to be flexible in their approach to meet the needs of the service as required.
- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

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## **Health and Safety**

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## **Confidentiality**

To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

## **Equality and Diversity**

To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## **Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

While GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

## **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

## **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily



activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## **Disruptive Incident & Business Continuity**

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_



## North Midlands and Cheshire Pathology Service

### Phlebotomist

#### Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>NVQ /QCF level 2 /apprenticeship level 2 or equivalent in related subject</li> <li>Or GCSE English and maths at C grade or above or equivalent</li> <li>GCSE at grade c or above or equivalent in a science subject</li> <li>Care related NVQ</li> </ul>	✓   ✓  ✓  ✓		Application Form/ Certificates
<b>Knowledge, Skills, Training and Experience</b>	<ul style="list-style-type: none"> <li>Evidence of manual dexterity and technical work</li> <li>Experience of working as part of a team</li> <li>Ability to organise oneself</li> <li>Good verbal and written communication skills</li> <li>Ability to work to defined protocols and seek advice where appropriate</li> <li>Basic Keyboard Skills</li> <li>Methodical approach to work</li> <li>Ability to cope under pressure</li> <li>Must be able to work independently</li> <li>Previous work involving Phlebotomy</li> <li>Work in a healthcare role or similar</li> <li>Ability to show initiative</li> </ul>	✓ ✓ ✓  ✓ ✓ ✓ ✓ ✓  ✓ ✓ ✓	          ✓  ✓  ✓	Application Form/Interview
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Fit to do the job</li> <li>Pleasant disposition</li> <li>Understanding of the job requirements</li> </ul>	✓ ✓ ✓		Application Form/Interview
<b>Other job requirements</b>	<ul style="list-style-type: none"> <li>Must have suitable private transport, insured for class 1 business use, and be able to</li> </ul>	✓		

	travel to community phlebotomy clinics and transport samples for analysis			
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**Working in partnership**

