



CAJE REF: QA0315

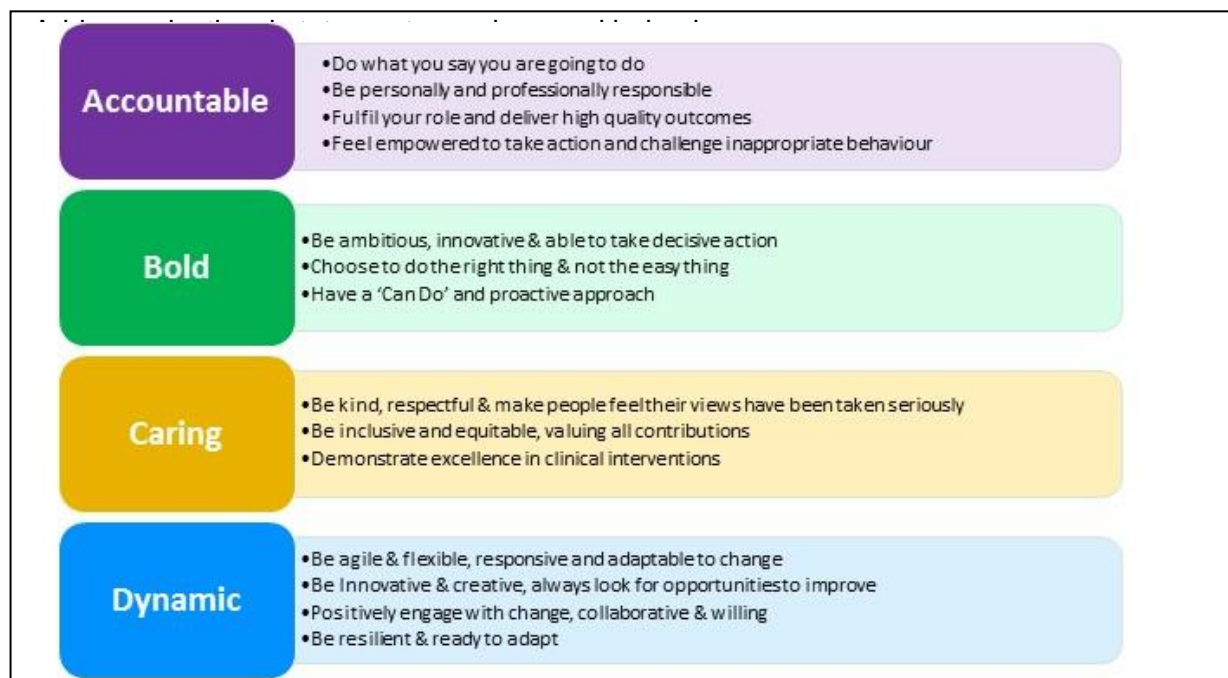
VELINDRE JOB DESCRIPTION

JOB DETAILS:

Job Title	Clinic Registered Nurse Blood and Blood Components
Pay Band	5
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Welsh Blood Service
Department	Collections
Base	Talbot Green

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Senior Clinic Nurse
Reports to: Name Line Manager	Clinical Operational Manager
Professionally Responsible to:	Head of Nursing



Job Summary/Job Purpose:

To support the Senior Clinic Nurse in ensuring the provision of the safe and effective collection of blood at donor clinics.

To support the Senior Clinic Nurse in all aspects of nursing and clinical care of donors, ensuring a safe environment for all when working on the clinic.

Be recognised as a source of clinical knowledge for advice and direction to non-clinical staff.

There will be occasional requirement for the post holder to deputise in the absence of the Senior Clinic Registered Nurse.

There will be a requirement for all staff to flex through various teams and blood collection facilities such as bloodmobiles, static sites and community clinics covering a large geographical area.

DUTIES/RESPONSIBILITIES:

Communication

To establish and maintain effective written and verbal communication links liaising with other departments and functions working in collaboration with collection teams, e.g. nursing function, training and Clinical Services department.

Establish positive rapport with donors, developing high donor satisfaction and retention.

Effectively communicate and process factual information required for donor clinics, verbally and in writing, to inform donors, work colleagues and members of the general public.

Participate in the promotion of health education of donors on and off clinic.

Able to promote and develop good working relationships and work effectively alongside the team including the Clinic Supervisor and Deputy Clinic Supervisor.

Use tact and empathy when giving clinical advice on sensitive issues to donors who are unable to donate either temporarily or permanently.

Participate in delivering some clinical training as directed by the Senior Clinic Nurse.

Leadership

Following the Training department plan, support the Senior Clinic Nurse with own and other collection staff training and assessment schedules to ensure achievement and maintenance of competency in clinical skills.

Participate as directed by the Senior Clinic Nurse in clinical audit, research and practice

development activities linking with various initiatives and projects.

Service Management

Carry out the assessment and interpretation of the health status of donors and to assess their suitability to donate blood.

Take appropriate action, whilst considering people's equality and diversity rights.

Assess the competency of non-clinical collection staff in clinical skills and make recommendations to the Senior Clinic Nurse regarding their ability to work unsupervised.

To minimise clinical risk by ensuring that staff are competent to perform delegated duties.

To support the Senior Clinical Nurse on donor optimisation and practice development activities as delegated by the Operational Nurse Manager, e.g., adverse reactions, donor satisfaction, donor complaints, using statistical and audit information and take appropriate actions.

Enable problem solving by proactively seeking solutions.

Review new and existing area Standard Operating Procedures and make assessments and recommendations on their suitability.

Service Improvement

To link the provision of clinical and nursing care to the delivery of donor loyalty.

Provide good customer care to ensure the well-being of donors and others.

To contribute to the recruitment and retention of donors, optimising donations and resources.

Participate and support the Senior Clinic Nurse in policy and service development in the collection activities.

Support the Senior Clinic Nurse in implementing clinical policy changes and review to influence future changes.

Support the Senior Clinic Nurse in the clinical audit processes and review of best practice as delegated by the Operational Nurse Manager to ensure service provision is in line with donor needs and legislation.

Be aware of requirement to optimise productivity and efficiency, participating in group and team discussion to maximise the same.

Finance and Resources

Ensure the safe use of equipment used during the course of duty.

Carry out venue risk assessments in compliance with H&S and statutory requirements including appropriate risk assessments.

Personal and People Development/People Management

To participate in the clinical input to staff knowledge and skills framework reviews and outlines.

To provide clinical support to staff and trainees as required.

To be actively involved in the teaching and assessing of staff for clinical skills.

Information Processing

Ensuring that information concerning donors, customers and other members of staff is treated as confidential and according to the Data Protection Act.

Carry out Donor Adverse Events Reporting, where applicable.

To use information technology as a research tool to maintain professional knowledge.

Use blood collection IT software and accurately record information about the donor and donation.

Health, Safety and Security

There is occasional exposure to untested blood and body fluids during the working week.

In this post, you are required to be vaccinated against Hepatitis B and be responsible for seeking any subsequent appropriate boosters and to keep these current.

There will be a requirement to use VDU equipment to enable the donation process to be completed.

Quality

Participate in clinical audit and research projects as directed by the Senior Clinic Nurse linked to evidence-based practice.

Support the Senior Clinic Nurse on clinic with the coordination and validation and pilots of processes, equipment, and consumables, providing clinical and nursing expertise.

Effort and Environmental (Physical, mental, emotional and work conditions)

Frequent requirement for sitting and/or standing during the working day.

There is occasional requirement to exert light and/or moderate physical effort.

There will be a requirement to lift and move some clinic equipment.

Must be able to work on clinics that cover a wide geographical area across Wales, using own transportation/travelling independently.

There is a requirement for standard keyboard and IT skills.

There will be a frequent requirement to carry out tasks often when facing competing demands.

To frequently utilise varying levels of concentration during the course of the day when clinically assessing donors' health and performing venepuncture.

To manage unpredictable clinical events and maintain clinical standards, to change/reprioritise at short notice.

There will be occasional requirement to feedback information to donors regarding deferrals of donation which could be disappointing to the donor.

There is a requirement to adopt a sensitive approach on a regular basis when dealing with members of the public in a donation environment.

Clinical Skills

To work within and interpret defined Nursing & Midwifery Council and the WBS Codes of Practice, including safe systems of work practice.

To work without direct supervision.

To be recognised as a clinical resource providing advice and make clinical decisions referring when necessary.

Responsible for feeding back local intelligence to influence the clinical decision-making process.

Qualified Registered Nurse.

Experienced and competent in venepuncture and Donor Selection Guidelines.

Maintain personal clinical occupational competency.

Develop knowledge and practice in own area of work ensuring that statutory nursing registration is not compromised and that the Nursing and Midwifery Council Code of Conduct is adhered to.

To be responsible for own professional development and Self-Directed Learning and uptake of educational opportunities.

Understand the scientific, technical and physical requirements of whole blood component.

Maintain CPR and AED skills in order to perform resuscitation if necessary.

Experienced in dealing with sensitive and or confidential matters and an understanding of how this applies to the role.

Have a full understanding of the Regulatory and GMP requirements of a blood establishment.

To have physical dexterity and accuracy required for venepuncture and manipulation of needles and other donation equipment.

To have the knowledge and ability to use relevant technology that supports the blood collection process, i.e. Weigher and Shaker devices.

To be recognised as the clinical source on clinic, for all aspects of donor care. Ensuring that nursing practice standards meet regulations including Medicines and Healthcare Products Regulatory Agency (MHRA), licence to operate including Good Manufacturing Practice (GMP) and the guidelines for the Blood Transfusion Services in the United Kingdom.

Support the Senior Clinic Nurse in minimising clinical risk by ensuring that staff are competent to perform delegated duties. Ensuring patient care is not compromised and safeguards clinical standards.

Carry out donor assessment regarding their suitability to donate.

To plan the nursing care of donors and clinical advice to donors and staff as necessary.

Ensure personal accurate completion and maintenance of donor records complying with Data Protection and donor confidentiality.

To be accountable for ensuring patient care is not compromised, by maintaining clinical safety of the donor and their donation.

To support the Senior Clinic Nurse in all relevant aspects of blood safety, e.g. infection controls.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
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Qualifications and/or Knowledge	Registered Nurse with current NMC registration Ability to assess donor needs that may be complex and subject to change. Understands the role WBS plays in the wider community. Understanding of confidentiality.	First Aid Certificate	Application form and preemployment checks
Experience	Experience of working within a customer focused environment. Experience of working in a team. Experienced in dealing with sensitive or confidential matters and an understanding of how this applies to the role.	Experience of working people at all levels. Knowledge of working in a healthcare environment.	Application form and interview
Aptitude and Abilities	Good communication, written and numeracy skills. Confident in the use of automated equipment. Able to work methodically and accurately often with competing demands. Demonstrates the ability to promote and foster good working relationships within a team. Standard keyboard and IT skills. Ability and dexterity to undertake venepuncture.	Ability to speak Welsh.	Interview
Values	Demonstrable experience of team working. Be willing and able to develop		Application Form Interview References

	own knowledge and skills to contribute to the development of others.		
	Integrity.		

Other	<p>Ability to travel between sites in a timely manner.</p> <p>Flexible approach to needs of the service.</p> <p>Able to handle blood & component bags, needles and a range of equipment without difficulty.</p>		Application form and interview
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GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the

post.

- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **DBS Disclosure Check:** In this role, you will have direct contact with patients/service users/children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Disclosure Barring Scheme Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All-Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.