



JOB DETAILS:

Job Title	Phlebotomist
Pay Band	Bank Band 2 equivalency
Hours of Work and Nature of Contract	Bank – hours as and when required
Division/Directorate	WF & OD
Department	Staff bank
Base	Various

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Staff Bank Manager
Reports to: Name Line Manager	Sarah Quirk
Professionally Responsible to:	Staff Bank Manager

**MAE EIN
GWERTHOEDD
YN EIN HELPU
NI I FOD AR
EIN GORAU**

**OUR VALUES
HELP US BE AT
OUR BEST**

**RYDYN NI'N
GWRANDO,
YN DYSGU
AC YN GWELLA**

**WE LISTEN,
LEARN AND
IMPROVE**

**RYDYN NI'N
TRIN PAWB
A PHARCH**

**WE TREAT
EVERYONE
WITH RESPECT**

**RYDYN NI I GYD
YN CYDWEITHIO
FEL UN TIM**

**WE ALL WORK
TOGETHER
AS ONE TEAM**

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve
We treat everyone with respect
We all work together as one team

Job Purpose/Summary:

A trained phlebotomist is expected to perform a variety of tasks in a professional and caring manner; related to the collection of blood specimens. A high level of concentration and manual dexterity is required to perform these tasks in a safe and efficient manner according to Health Board protocols for venepuncture. Patient identification must be confirmed by direct patient liaison and accurate visual scrutiny of patient ID bands, request forms and sample labels.

This trained person is expected to perform a variety of tasks in a professional manner. These tasks will require a high level of concentration in their undertaking. They will be required to handle biological specimens, in accordance with Health & Safety Protocols and Standard Operating Procedures. These specimens can be of a high risk nature and must be handled when using the provided personal protective equipment.

The bank worker will :

- Work as part of the team to provide support to the qualified nursing staff to ensure the delivery of effective patient care.
- Organises and maintains own workload to provide efficient service.
- Assist medical and nursing staff by performing phlebotomy skills and liaising with other multi-disciplinary professionals as the need arises, as directed by the qualified staff.
- Collect blood samples by venepuncture complying with the safe working practices in the Standard Operational Procedure for venepuncture and accurately document the information.

Under the direction of the Senior person, and when fully trained will :

- Lift and move patients safely in bed, chair or whilst ambulating in accordance with minimal handling requirements.
- Escort patients/clients to other departments, manoeuvring trolleys, wheelchairs and other equipment safely around the ward/department environment.
- Observe the safety of patient at all times and report any changes in patient condition appearance, or any concerns to the trained nurse in charge of the ward or department to ensure patient safety.
- Responds and deals with enquiries both clinical and non-clinical appertaining to the department and aspects of blood collection. These may be from clinicians, patients or patients relatives and require tact and diplomacy.
- Will deal directly with patients when performing venepuncture. This involves dealing directly with the patient in the clinic area. The patients are informed of the procedure and a blood sample taken and labelled for onward delivery for analysis.
- Be responsible for the delivery of blood samples safely to the specified collection point to ensure expedient analysis of samples.
- Take all steps to avoid accidents and hazards. Identify potential risks for all staff/workers, patients and visitors. Be aware of the 1974 Health and Safety Act, reporting any untoward incidents to the qualified nurse in charge to ensure a safe working environment.
- Keep up-to-date with fire precautions and acting as the Ward/Department Fire Warden (if nominated) and being fully conversant with fire drills and the procedure for evacuating the department.

- Economise in use of all resources heat, light, consumables, materials and equipment etc.
- Care for the working area and maintain stock levels and ensuring hygiene and orderliness of equipment, furniture, storage and working areas to ensure a safe working environment.
- Maintain the fundamentals of care.

DUTIES/RESPONSIBILITIES:

The bank worker will:

- Welcome patients into the ward/department area to ensure a good working environment.
- Answer the telephone in a polite and professional manner, ensuring no sensitive information is given to the caller without consulting the qualified nurse in charge.
- Maintain the confidentiality of patient and HB information at all times, should it be written, verbal or electronic.
- Maintain standard of communication with patients, relatives, nursing and other colleagues.
- Conquer any communication barriers to ensure patient identification procedure is followed.
- Will be able to work on own initiative and plan and prioritise workload.
- Ensures correlation between the specimen and request form resolving any anomaly. Is required to identify sample urgency acting accordingly by ensuring that these are fast tracked.
- Prepare equipment to perform venepuncture.
- Will be expected to operate with a variety of blood collection equipment and systems.
- Will be required to maintain various stocks of needles, tubes and to keep your working environment in a clean and safe manner.
- Adhere to all essential steps of venepuncture.
- Providing patient care throughout the procedure.
- Ensure all samples arrive in the laboratory in a timely manner.
- Liaise with all staff within the multi-disciplinary team to ensure patient care.

- Requires a high degree of manual dexterity and will require the ability to be able to stand for prolonged periods, often bending to be able to perform the blood collection in a repetitive manner and occasionally in restricted space.
- Clear legible handwriting is an essential requirement for labelling blood specimen bottles.
- Will perform a variety of blood collection tasks, be required to handle biological specimens and will have direct patient contact when undertaking blood collection. At all times you will be assessing the patients receptiveness and cooperation during blood collection and be able to recognise when a patient is not suitable for the procedure.
- These duties must be performed in a caring, tactful and professional manner. Adhering to all UHB policies and procedures including all aspects of training given.
- Ensure that test request forms are correlated with the patient and that the patient identification information is transferred to the correct specimen containers.
- You will also be required to collect information on the numbers of patients seen during occasional work place audits.
- Once allocated to a work area the individual is responsible for their own work and to ensure that in a clinic setting that patients are seen in the correct order. When working in a ward environment you must be able to prioritise the requests for blood collection to ensure that the more urgent work is performed first and dispatched accordingly for analysis.
- Will be required to demonstrate own role to new starters and less experienced staff.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none"> • Good standard of general education to GCSE level or equivalent • NVQ Level II or equivalent skills, knowledge and experience. • Basic knowledge of anatomy and physiology. 	<ul style="list-style-type: none"> • Understanding of care environment. • Knowledge of laboratory equipment and procedures. 	Application form Pre-employment checks References Interview
Experience	<ul style="list-style-type: none"> • Venepuncture trained. • Previous experience of care work. • Ability to work alone and as part of a team. 		Application form Interview
Aptitude and Abilities	<ul style="list-style-type: none"> • Good communication skills – verbal and written. • Ability to keep calm in stressful situations. • Ability to work as part of a team. • Good manual dexterity skills. 	<ul style="list-style-type: none"> • Ability to speak Welsh. 	Interview References
Values	<ul style="list-style-type: none"> • Neat, clean and tidy appearance. • Flexible approach to work. • Caring and friendly manner. 	<ul style="list-style-type: none"> • Enthusiastic. • Motivated. 	Application Form Interview References
Other	<ul style="list-style-type: none"> • Satisfactory DBS Clearance. • Flexibility to meet service needs. • Will be required to work at all Health Board sites. • Able to travel across site in a timely manner. 		Application form Interview

GENERAL REQUIREMENTS

- **Values:** All workers of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the Worker's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All workers 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 worker work outside their defined level of competence. If there are concerns regarding this, the worker should immediately discuss them with their

Manager/Supervisor. Workers have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

- **Learning and Development:** All workers 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, workers are required to demonstrate evidence of continuing professional development
- **Performance Appraisal:** We are committed to developing our workers and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All workers 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 worker 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 worker 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 workers 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.
- **Records Management:** As an worker of this organisation, the worker is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, workers health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the worker has a legal duty of confidence to service users (even after an worker has left the organisation). The worker should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Welsh Language:** In line with Welsh Language legislation and in compliance with the Welsh Standards, the health board must actively seek to employ workers with Welsh language skills to meet the needs of the Welsh speaking public. Please click [here](#) to assess whether a post requires workers to speak Welsh. Alternatively, prospective workers should be encouraged to learn Welsh to a satisfactory level if Welsh skills are deemed necessary to the job requirements. For further information on Welsh language skills requirements, please contact the health board's [Welsh Language Unit](#).
- **Confidentiality of Information:** The worker 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. The worker must treat all information, whether corporate, workers 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.
- **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 applicant or worker receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each worker 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 workers are treated fairly and with dignity and respect without bias. All workers are requested to report and 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.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All workers must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All workers are responsible for protecting and safeguarding patients, service users, visitors and workers 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.

- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients / service users / children / vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the Trust's pre-employment check procedure. *Delete as appropriate.
- **No Smoking:** To give all patients, visitors and workers 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.

Signed: (Bank worker) _____ Date: _____

Signed: (Directorate Manager) _____ Date: _____

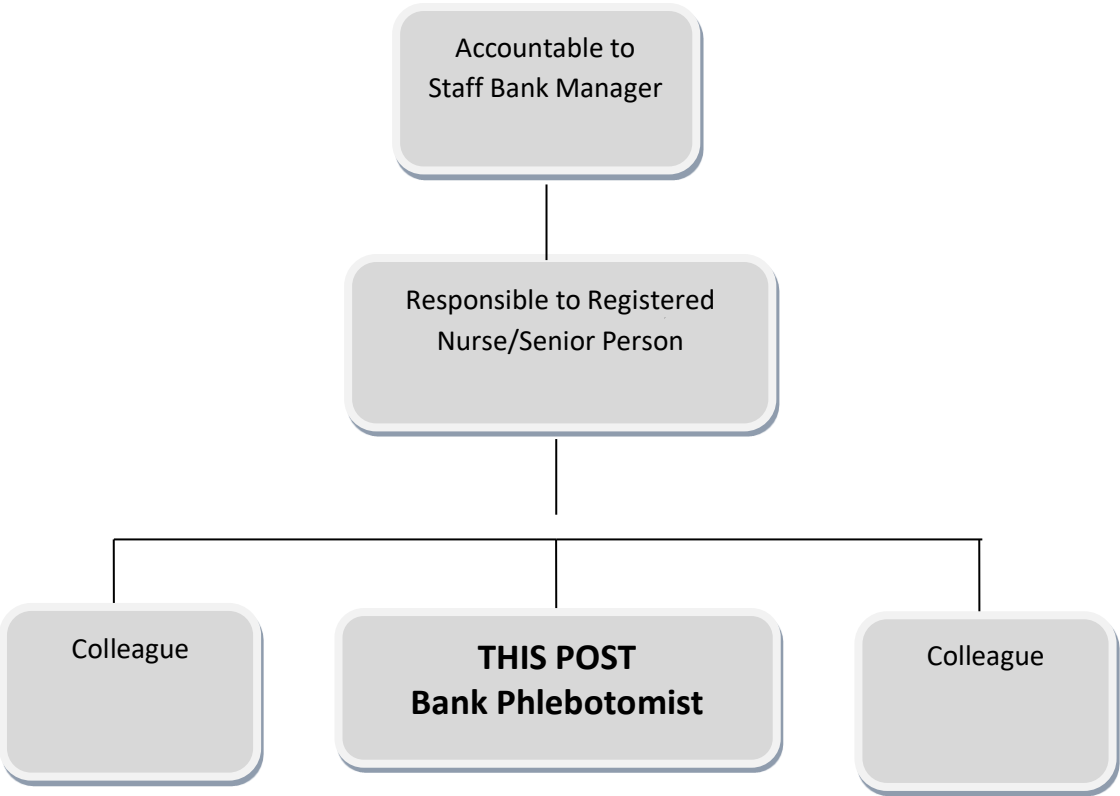
Signed: (Divisional Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

Job Title: Bank Phlebotomist

Organisational Chart



Job Title: Bank Phlebotomist**Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The bank worker will be required to perform manual tasks such as pushing a wheeled trolley to a work area as well as assisting patients into an appropriate position to allow blood collection to be performed safely.	Every Shift	Throughout	
Requires a high degree of manual dexterity and will require the ability to be able to stand for prolonged periods, often bending to be able to perform the blood collection in a repetitive manner and occasionally in restricted space.	Every Shift	Throughout	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Will be required to maintain high levels of concentration when collecting routine and high risk samples to ensure errors are kept to a minimum by adhering to the UHB labelling Policy and Venepuncture Procedure.	Every Shift	Throughout	You will often be asked questions relating to a patients clinical condition and this must be deflected in a polite manner.
The work pattern will be unpredictable as priorities are constantly changing in the clinical environment of a Ward/Department.	Every Shift	Varies	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the bank worker has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

CAJE Reference RYL/RVE/501315190Updated (Bank JD)
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For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.'

N.B. Fear of Violence is measured under Working Conditions

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
There will be frequent exposure to emotional and distressing circumstances when caring for patients/clients who may be critically ill, terminally ill and dealing with distressed or challenging relatives/carers.	Daily	Varies	
Will respond to and deal with questions and enquiries both clinical and non-clinical. These situations can often be stressful when patients and relatives become irate and on occasions abusive.	Occasional	Varies	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the bank worker's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
There will be frequent exposure to highly unpleasant conditions e.g. Uncontained blood and bodily fluids.	Every Shift	Multiple Periods	
Will occasionally be exposed to verbal aggression directly from patients/carers.	Weekly	Occasionally	