

Job title: **Quality Control Laboratory Assistant
(reception/laboratory support)**

Band: **2**

Department: **Quality Control**

Division: **Planned Care**



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:

Include



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together

Respect



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change

Improve



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Quality Control Laboratory Assistant (reception/technical)
Band:	2
Department:	Quality Control
Base:	Lister Hospital, however, you may be required to work on a permanent or temporary basis elsewhere within the Trust. You will be required to visit our customer sites.
Responsible to:	QC Office Manager and to Quality Control Section Manager (chemistry or microbiology) when undertaking laboratory duties.
Responsible for:	Sample reception duties including answering the telephone and accurately logging samples received by the QC laboratory into the department's data base system. Also undertaking support duties in the chemistry and microbiology sections of the Quality Control Department.

Job summary:

The post holder rotates between sample reception duties and laboratory support duties that are described in detail below.

Key working relationships:

All members of the multidisciplinary team, including pharmacy, engineering, nursing and medical staff, allied health care professionals, support workers, administration and clerical staff both within the Trust and customer sites.

Main responsibilities:

Office Duties:

1. To answer all telephone calls in a courteous manner and direct the enquiry to the appropriate member of staff. If absent write an accurate and detailed message of the call and leave this in the designated place where it will be seen by the staff member on their return.
2. To accurately log all samples received by the QC laboratory into the department data bases.
3. To identify the correct specification and trend record from the filing system for samples requiring testing. Place the documentation in date order and the samples in their appropriate place to await testing.
4. To photo-copy or scan the results and reports and any other documents. Dispatch the reports to the appropriate customer recipients on the same day by 3:30pm.
5. Archive physical copies or scan and save all documents electronically as appropriate into files or into the computer electronic archiving system. All documents copies must be in full, organised and readily retrievable.
6. To organise inter- hospital transport of samples and materials. This will require closely liaising with

- Trust drivers or occasionally couriers. To package safely and dispatch all items to client hospitals within 24 hours of the tests being completed and batch released.
7. To place requests for maintenance and repairs with the Estates Department using the appropriate electronic system on the Trusts knowledge centre.
 8. To assist in organising the outside store rooms.
 9. To complete monthly reagent expiry check and participate in the annual stock take. To update the electronic records accordingly and generate copies of the audit report as required.
 10. Check staff travel claims against the daily diary for the journeys undertaken. Submit the form to the senior staff for verification and authorisation.
 11. To actively participate in QC Departmental meetings and promote continuous improvement in our work and contribute to maintenance of the Quality Management System.
 12. To help develop in co-operation with other staff of the laboratory any initiatives that help to improve the service.
 13. Undertake any other duties deemed necessary by his/her manager(s).

Laboratory support duties:

14. To undertake all duties assigned by the line manager in the laboratories strictly in accordance with the approved Standard Operating Procedures (SOPs) and in line with the requirements of Good Manufacturing and Good Laboratory Practice.
15. To ensure that established health and safety measures are followed in his/her work. To make use of the Personal Protective Equipment provided (laboratory coat, safety goggles and gloves) to prevent the risk of exposure of yourself and all other staff to any laboratory contamination.
16. To maintain full, accurate and legible records of all activities undertaken as per current documentation principles and GMP requirements for data integrity.
17. Use all sensitive scientific instruments required to complete the tasks below with due care and attention to prevent breakages and ensure accuracy of the generated results.
18. To wash and prepare the laboratory glassware and kits for testing purposes. Ensure that all kits are packed and labelled correctly prior to sterilisation. To both deliver the kits for processing and collect and return to the laboratory afterwards.
19. To check the stock of materials and reagents monthly and identify any items expired or near their expiry date.
20. To prepare media for microbiology testing in accordance with the SOPs, complete the documentation, generate labels and label the media batch after the sterilisation parameters are confirmed as met. Undertake daily and weekly autoclave safety checks as required and load and unload the autoclave with prepared media bottles. Autoclave discard loads when appropriate.
21. To monitor stock levels of consumables including chemicals, filters, syringes, gloves and other similar items. Record the items reaching re-order levels in the order book.
22. To receive deliveries of laboratory consumables. To check the delivery notes and sign them. To

bring any discrepancies to the attention of senior staff.

23. To undertake basic laboratory testing of routine samples under supervision. Carry out the testing strictly following the Standard Operating Procedures and using sensitive laboratory equipment carefully and with attention to detail.
24. To accompany more senior staff to customer site visits and provide support with QC facility testing. Undertake basic sampling and facility testing.
25. To monitor temperature and clean the incubators, fridges and freezers according to the approved procedures. To undertake temperature mapping where appropriate.
26. To identify and prepare documentation for archiving off site. To maintain a log in order to facilitate rapid retrieval of documents.
27. To bring any issues, deviations or errors to attention of the senior staff to promote continuous improvement in the way we work.
28. To actively participate in all training activities related to the post and keep own training records up to date.
29. To communicate effectively with colleagues, other Trust staff and clients in both spoken and written language.
30. To be aware of the patient needs and customer care aspects and carry out all tasks in line with Trust values.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Continuous Improvement

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

Requirements	Essential	Desirable
Qualifications / Training Relevant NVQ 2 or equivalent level of relevant work experience	Y	
Previous Experience Previous relevant work experience Experience of working in a science based laboratory environment	Y	
Skills Excellent verbal and written communication skills (including legible hand writing) to ensure clear communication with all staff and customers. High level of customer care awareness and good interpersonal skills (including a very clear and courteous telephone manner) Good IT skills (use of Microsoft Word, Excel, Access and Data bases) Office procedures: data entry, document scanning, filing and archiving, use of office equipment (computer, photocopier, scanner etc.) Ability to work accurately at speed and concentrate on repetitive tasks being undertaken. Good literacy and numeracy skills.	Y Y Y Y Y	
Knowledge Understanding of confidentiality and quality of service issues Understanding of Health & Safety at Work requirements Understanding of COSHH Regulations.	Y Y Y	
Other requirements The post holder will be required to work in aseptic facilities To be able to carry and manipulate moderately heavy equipment and occasionally work at heights. Occasional work at building sites may be required. To be flexible and willing to work out of hours when required, this may include traveling and transporting equipment to customer sites To wear PPEs (Personal Protective Equipment) including a laboratory coat, goggles and gloves and sit or stand for prolonged periods of time. Required to work in an environment where there will be the possibility of exposure to laboratory chemicals, microbiological contamination, unpleasant odours	Y Y Y Y Y	

Understanding of, and commitment to, equality, diversity and inclusion	Y	
Role model our Trust values every day	Y	