

Job description and person specification

JOB TITLE:	Point of Care Testing (POCT) Associate Practitioner
BAND:	4
ACCOUNTABLE TO:	Associate Director of Operations, Clinical Support
RESPONSIBLE TO:	Point of Care Testing Coordinator

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

First for our patients, staff and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open and learning culture that is inclusive and supports all staff to develop their careers. We want to be

recognised as a great place to work.

Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy **First for patients, staff and the future** here.](#)

Job summary

The post holder will assist with ensuring all West Suffolk NHS Foundation Trust (WSFT) Point of Care Testing (POCT) responsibilities operate and are controlled in a manner consistent with the Trust POCT Policy and relevant UKAS accreditation guidelines. This includes:

- Developing knowledge and skills to provide advice and guidance to POCT users.
- Deploying the necessary interpersonal skills to ensure effective liaison with service users to provide the best care for patients.
- Undertaking the day-to-day tasks of the POCT service, including device maintenance, distribution of external quality assurance (EQA) material and conducting training across WSFT.
- To actively promote best practice for POCT across the Trust and to assist with ensuring that POCT is appropriate, safe and fit for purpose.

Key working relationships

- POCT team
- All medical and nursing staff who use POCT equipment
- All pathology laboratory staff
- Anti-Coagulation Monitoring Service (AMS) staff
- Pathology consultants
- EBME staff
- IT staff
- Pharmacy staff
- Purchasing staff
- POCT equipment and consumable suppliers
- POCT staff in other Trusts
- Governance Department
- Complaints Department

Job responsibilities

The following apply to all Trust sites and other Trusts and organisations that have a contract or service level agreement (SLA) with the POCT team.

Technical and scientific:

- Carry out routine maintenance and basic troubleshooting on POCT devices, both in clinical locations and in the laboratory by physical means or via computer link, using the appropriate standard operating procedures (SOPs), as directed by the POCT Coordinator.
- Analyse samples and issue results obtained on POCT devices under direction from the POCT Coordinator and in accordance with SOPs.
- Carry out decontamination of POCT devices, in line with Trust policy, when necessary.
- Conduct regular stock checks, order, distribute and maintain adequate stock of all consumables both on the wards and within the POCT department.
- Distribute and process internal quality controls (IQC) for POCT devices, as appropriate.
- Maintain POCT databases of POCT users, training records, test and device information and quality data.
- Prepare distribution letters for external quality assurance (EQA) samples, if required.
- Receive and distribute EQA specimens to end users across all areas, including those off the main hospital site, ensuring timely receipt of samples.
- Assist in monitoring compliance of users in returning EQA results before the given deadline, reporting non-compliance to the POCT Coordinator, if and when necessary.
- Transcribe or input results from EQA samples for checking by a registered biomedical scientist (BMS), if required.
- Prepare, print and distribute reports and summary graphs across all relevant sites.
- To answer telephone queries regarding POCT matters.
- Issue certificates of competency upon satisfactory completion of training and administer user ID for access to POCT devices.
- Assist with result verification for newly implemented POCT devices.
- Complete batch validation for new reagent lots, as directed by the POCT Coordinator.
- Assist with health and safety, risk assessment and control of substances hazardous to health (COSHH) requirements, in relation to POCT.
- When obtaining samples for POCT analysis e.g. finger prick testing:
 - To collect all samples in accordance with the current SOP.
 - Ensure correct patient and sample identification using the approved system of labelling.
 - Communicate effectively with patients before and during bleeding to ensure that they are fully informed about the process and possible consequences.
 - Adhere to all Trust policies on the collection, storage and transport of samples, especially 'high risk' specimens.
 - Inform the POCT Coordinator if unable to take appropriate specimens or to follow the accepted procedure.
 - Prepare containers for special sample transport as appropriate.
- To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work.
- To undertake additional duties in line with scope of practice.
- To work flexibly in reflection of service needs.

Communication:

- Communicates with colleagues and clinicians about test results and provides instruction to groups of health service staff, as appropriate.
- Communicates with service users, including patients as appropriate.

Information Resources:

- Record test results and maintain integrity, accuracy of data, including data entered by self.
- Be able to record test results on the computer and manual systems in accordance with agreed standard operating procedures.
- To ensure patient confidentiality and conformance to Data Protection Act and Caldicott Guidelines.
- Use the Trust information systems as appropriate with due regard to patient and password confidentiality.

Quality/Governance/Risk Management:

- Follow policies and procedures ensuring compliance with the Pathology quality management system.
- Comment on proposals for change to policies and standard operating procedures within own area.
- Participate in audit activities that benefit clinical and scientific practice in accordance with WSFT guidelines.
- When incidents occur, take immediate appropriate action, inform senior staff and ensure incidents are reported. Contribute to investigations as directed.

Education, Training and Development:

- Assist in arranging training sessions for the team.
- To take an active role in basic practical and theoretical POCT training for Trust staff.
- Attend training, including external seminars/conferences, to achieve and maintain competence and expand knowledge.
- Participate in continual professional development.
- Participate in appraisal process in line with current policies.

Health and Safety:

- Work in a safe manner, in accordance with Trust and laboratory safety policies, using protective equipment and other control measures required.
- Work safely with corrosive, flammable and other hazardous chemicals and gases.
- Use equipment in a safe and responsible manner.
- Report accidents/incidents and near misses according to the laboratory/Trust protocol.

Your attention is drawn to the Health and Safety at Work Act of 1974 which requires you to take reasonable care for the health and safety of yourself and others who may be affected by your acts and omissions at work; and co-operate with the Trust on any matters of health and safety.

Other responsibilities:

The post-holder will be expected to participate in the delivery of specific duties and/or specialised responsibilities in line with the banding of the post. These responsibilities will be agreed with the post holder, will be subject to regular review and may be amended at any time with the post holder's agreement.

Please note: This role will bring staff into contact with human bodily fluids and tissues, mainly blood and urine, and hazardous chemicals.

Person Specification

REQUIREMENTS	ESSENTIAL	DESIRABLE	Evidence
Education & Qualification	<ul style="list-style-type: none"> • Appropriate NVQ 3 or equivalent. • Additional theoretical or applied training to diploma equivalent level. 	<ul style="list-style-type: none"> • Hold or working towards Foundation degree or equivalent. 	Application
Experience & Knowledge	<ul style="list-style-type: none"> • Good IT skills, including use of the internet. • Experience within the NHS or within a laboratory environment. • Use of Microsoft Office programmes. 	<ul style="list-style-type: none"> • Experience of using medical devices and/or laboratory equipment. • Experience of POCT. • Use of POCT middleware systems. • Intermediate Microsoft Excel. 	Application / Interview
Skills & Abilities	<ul style="list-style-type: none"> • Effective verbal and written communication. • Able to work both in a team and as an individual. • Ability to work in an organised manner and to high standards. • Excellent attention to detail. • Ability to prioritise workload. 	<ul style="list-style-type: none"> • Phlebotomy skills. • Ability to cope under pressure. • Ability to travel to all rural locations to carry out post 	Application / Interview
Personal Qualities	<ul style="list-style-type: none"> • Effective team player. • Able to meet deadlines. • Strives for excellence. • Flexible approach to working hours/duties. • Integrity and personal credibility. • Evidence of good attendance and timekeeping • Friendly and approachable. • Puts the patient first in everything that is undertaken. 	<ul style="list-style-type: none"> • Effective trainer. 	Application / Interview

GENERAL NOTES

CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by and make things better for staff, patients and relatives. It is the responsibility of all staff any areas of concern.



opportunity to
to highlight

CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

EQUALITY, DIVERSITY AND INCLUSION

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

DATA QUALITY

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

FREEDOM OF INFORMATION

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

INFORMATION ASSET OWNERS (IAO)

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

CODES OF CONDUCT FOR NHS MANAGERS

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

STANDARDS OF BUSINESS CONDUCT & CONFLICT OF INTEREST

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the register of interests either on appointment or when such interests are gained. All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

FRAUD, BRIBERY AND CORRUPTION

The Trust has a zero-tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

STANDING FINANCIAL INSTRUCTIONS

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

SUSTAINABILITY

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

ACTIVE TRAVEL

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

See the travel pages on the intranet for further details.

NHS FOUNDATION TRUST

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out. On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

POLICIES AND PROCEDURES

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

COMMUNITY STAFF

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

REVIEW & MONITORING

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council

WEST SUFFOLK NHS FOUNDATION TRUST
TERMS AND CONDITIONS OF EMPLOYMENT

Band 4 Salary Scale:

Entry Level	£25,147 pa
Increment 1	£25,147 pa
Increment 2	£25,147 pa
Increment 3	£27,596 pa
Increment 4	£27,596 pa
Increment 5	£27,596 pa
Increment 6	£27,596 pa

Pro rata for part time

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

HOURS OF DUTY: See NHS Jobs advert

ANNUAL LEAVE: 202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week, with minimum NHS Service** and will be pro rata for part time employees)

PENSION SCHEME: All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at NHS Shared Business Services on 0844 931 2005.

PERIOD OF NOTICE: Two months

TERMS AND CONDITIONS OF SERVICE: All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

**PROTECTION OF CHILDREN
AND VULNERABLE ADULTS:**

The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

RETIREMENT POLICY:

The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment.

Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months notice of their intention to retire and access their pension.

LEASE CAR INFORMATION:

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

SOCIAL AND GENERAL:

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

CHILDCARE:

The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to westsuffolk@busybees.com.

April 2023

Human Resources and Communications Directorate