

Job Description & Person Specification



Job title: Clerical Assistant Blood Transfusion Tracker
Band: 3

Job Description

1. General Information

Job title: Clerical Assistant Blood Transfusion Tracker

Band: 3

Department: Haematology, Blood Transfusion

Division: Diagnostic and Clinical Support

Reports to: Transfusion Lead Practitioner

Accountable to: Consultant Head of Haematology/Blood Transfusion

DBS Clearance required: Yes

Standard: post holders who have access to patients in the normal course of their daily duties.

2. Key relationships

The Blood Transfusion Tracker will work closely with the Lead Transfusion Practitioner, Transfusion Practitioner, Biomedical Scientists, Medical laboratory Assistants, medical records & coding departments as well as ward staff of all levels. The post holder will be accountable to the Consultant Head of Blood Transfusion in relation to clinical aspects of the work.

3. Job Summary

The purpose of this post is to:

To assist the Trust to maintain compliance with BSQR 2005 and Amendments in the reconciliation of the fate of Blood Products transfused within WHTH.

To trace/find and collect paperwork issued with blood that must be legally returned to the Blood Transfusion laboratory as proof of transfusion to the person to whom it was issued.

To help senior staff report and investigate areas where normal operating procedures were not followed (non-compliance).

To locate patient notes and recover Blood Transfusion return paperwork as required.

To assist in the provision of weekly compliance figures to senior staff for distribution to hospital Directorates.

To assist with the collection and collation of data for clinical and non-clinical audits.

Clerical assistance with preparing information for distribution to clinical staff.

4. Primary duties and areas of responsibility

Communication

The post holder is responsible to ensure effective verbal and e-communication with clinical and Laboratory staff.

Analysis and Judgement

To learn and maintain an up-to-date knowledge of the position's role, ensuring that any competencies are completed.

To ensure that work is carried out efficiently/accurately in accordance with Standard Operating Procedures and to bring any problems that may arise during the course of their duty to the attention of the Lead Transfusion practitioner/Transfusion practitioner.

To use discretion when visiting wards/departments.

To participate in evidence-based training and maintain a level of knowledge to fulfil this role through Continual Professional Development (CPD).

To participate in Quality Management Systems (QMS) and Pathology Accreditation (UKAS/MHRA) compliance.

To be aware of elements of the Blood Safety and Quality Regulations 2005 (BSQR) with respect to the roles and responsibilities contained within this job description.

Planning and Organisation

To organise/plan and implement own daily workload in relation to the tasks outlined.

Patient/Client Care

To provide non-clinical advice to clinical staff with regards to compliance with traceability and direct them to the Lead Transfusion practitioner or senior laboratory staff as appropriate.

To maintain patient confidentiality when retrieving or copying paperwork from the patient's clinical notes.

Financial and Physical Resources

Participate in national, regional and local audits under the guidance of the Transfusion Practitioners.

Collect data as relevant to BT audit as guided by the Transfusion Practitioners

Policy / Service Development

To be aware of the Infection Control Policy, the departmental Health & Safety Policy and Quality Policy.

Leading and Managing

To ensure pink labels or copy of patient drug chart is retrieved in a timely manner.

Information Resources

Basic computer skills to input data is a desired requirement.

Infection Control

The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

Follow consistently high standards of infection control practice especially with reference to hand hygiene and aseptic techniques.

Act as a role model in relation to embedding the Code of Practice for the Prevention & Control of Healthcare Associated Infections.

To participate in relevant audits and mandatory training.

To follow and maintain own standards and those of other staff standards in relation to Infection control principles and practices.

Be aware of all Trust infection control guidelines and procedures relevant to their work.

Person specification

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	Essential Requirements	Desirable Requirements
Education and Qualification	GCSE level English and Maths in Grade 5 and above or equivalent. Good standard of written and spoken English. Mathematic Skills.	Previous hospital/lab experience.
Knowledge	Health and Safety awareness. Able to send and receive emails. Computer skills/ Keyboard skills.	
Experience	Clerical work experience. Computer use Microsoft Word/Excel.	
Skills	Good organization, IT, and communication skills. Good interpersonal relationship skills. Well organised. Able to work as part of a team.	Driving licence.

Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

Dignity & Respect	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
Values Based Appraisals	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
Rehabilitation Of Offenders Act	Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via: https://www.gov.uk/government/organisations/disclosure-and-barring-service
Health Clearance	All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.
Professional Registration	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time on request.
Work Visa / Permits / Leave To Remain	If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.
Confidentiality / Data Protection / Freedom of Information	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.



Staff benefits and rewards

Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

Flexible Working

- At West Herts we recognise the importance of a good work life balance and the ability to work flexibly. We are delighted to offer a variety of flexible working options for all staff. Please check out our web page for more information.
- <https://www.westhertshospitals.nhs.uk/flexibleworking/>

Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: www.nhsbsa.nhs.uk/pensions.aspx for more information on NHS Pensions.

Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

Development Opportunities

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.
- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

Staff Recognition

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

Library

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

Staff Networks

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

Temporary Staffing via Bank

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

Schwartz Centre Rounds

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

Engagement Events

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.