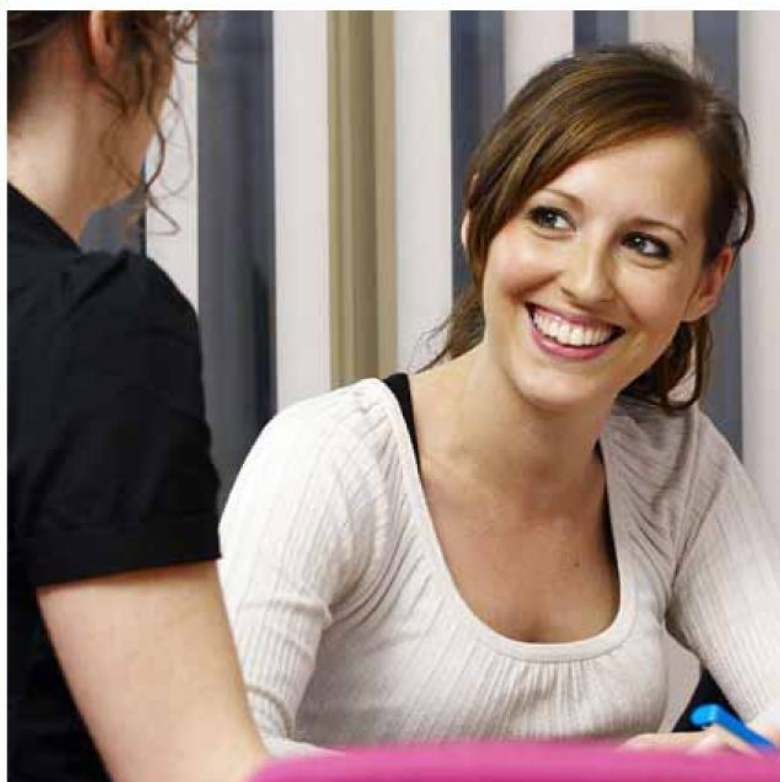




## Job description and specification



### Phlebotomy Administrator Lead Band 4



## JOB DESCRIPTION

**JOB TITLE:** Phlebotomy Administrator Lead

**BAND:** 4

**RESPONSIBLE TO:** Clinical Lead for Support Services- Band 7

**KEY RELATIONSHIPS:**

Internal	External
Own Team Line Manager Clinical Staff Estates Facilities Maintenance IT	Patients Carers GPs Care Homes Acute Services Estates Facilities Maintenance

## CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

### Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will achieve this by:

Overseeing and managing the admin service for the Phlebotomy team.



## **Key Responsibilities:**

- Line management & supervision of band 3 administrators & receptionists in BHR
- To manage recruitment, selection and induction of permanent and temporary staff for Phlebotomy service area (TRAC, Temporary staffing)
- Managing the Phlebotomy online booking system, including mapping out services, staff and opening/ closing clinics when
- Managing the receiving and processing of domiciliary referrals into the Phlebotomy Service for all boroughs.
- Managing the receiving and processing of urgent clinic referrals into the Phlebotomy Service for all boroughs.
- Manage the phlebotomy telephone lines/ call waiting system and ensure it is being staffed sufficiently.
- Liaising with Patients/Carers to help manage informal complaints and book Phlebotomy appointments.
- Provide weekly figures to Service Lead in relation to domiciliary referrals.
- Provide monthly Phlebotomy patient attendance figures and updating databases for Performance Statistics.
- To undertake other admin duties as required within the job role including ordering of equipment / supplies etc.
- To liaise with Phlebotomy, admin and reception staff in clinics on a daily basis
- To be flexible in your position to travel across different boroughs and work unsociable hours when necessary.
- Providing effective front of house service and administrative support to the locality/department. This will involve dealing with general queries from the public, either face to face, over the phone and include booking appointments.
- The post holder will consistently deliver a “client-focused” service which promotes good customer service and effective working relationships.

## **Leadership**

- To line manage all band 3 phlebotomy admin/ receptionist staff
- To carry out regular monthly one to one supervisions with band 3 admin staff
- To carry out appraisals annually in line with organisational compliance targets for band 3 admin staff
- Support with planning and supervising weekend phlebotomy services
- To behave in a professional manner at all times and to promote a positive image as an employee of the Trust
- To act as a role model for all staff
- Follow policies in own role that are determined by others, responsibility to ensure others are aware of and adhere to policies, comment on policies, procedures or possible developments
- To be an active participant in working parties and groups within the trust to develop and improve on service delivery
- Assists in the Clinical Governance/audit procedure and multidisciplinary team as necessary

## **Communication**

- Promote good customer relations and public image of North East London Foundation Trust
- Work in accordance with Trust policies and guidelines at all times
- Adhere to Trust Information Security Policy at all times, in particular ensuring that there are no breaches of confidentiality as a result of your actions



- To ensure clear, informative and effective verbal communication to members of the multidisciplinary team, patients and other key stakeholders via telephone, email and face to face.
- To complete Datix documentation to report incidents.
- To attend team meetings where required.
- To communicate with GP's, District Nurses and other health professionals on a regular basis regarding phlebotomy referrals and ensure all parties keep to process and procedures of referring housebound patients
- To monitor domiciliary and urgent referrals to ensure patients are being seen within time constraints given and feedback any issues or ideas back to Manager
- To support band 3 admin staff to escalate patient concerns/complaints so they can be locally managed. To escalate to a Senior Manager or to PALS if necessary.

### **Training**

- To lead on training staff on using the phlebotomy online system.
- To lead on training staff on using the call waiting telephone system.
- To lead on training staff on managing both the urgent referrals and domiciliary referrals.
- To help support with inducting new admin staff into the phlebotomy service.
- To attend current mandatory training required by the Trust
- Is required to consider development opportunities for team training and for own development

### **Computer/Administration**

- Input patient data onto relevant online systems. Being able to retrieve reports from NELFT systems or equivalent (e.g. online booking system), as requested by Service & Clinical Leads.
- Manage the online booking system for phlebotomy appointments.
- Liaising with IT Department concerning problems with soft / hardware.
- To ensure accurate recording of actions and updating patient records maintaining confidentiality at all times
- To take part and assist in the administration, and answering the telephone in an appropriate manner

### **Specific Tasks directly related to the post:**

#### **Physical Effort:**

- To be able to travel between Trust sites both internal and external to the organisation in order to undertake required responsibilities.
- To spend some periods sitting at a desk and travelling in a vehicle

#### **Mental Effort:**



- There may be interruption and the need to respond to urgent requests from line manager or rearranging service requirements.

### **Emotional Effort:**

- May have direct exposure to angry or distressed service users in the management of complaints about services
- Required to discuss issues of safeguarding with line manager and safeguarding team to ensure appropriate advice is sought and received when required.
- Undertake risk assessments providing accurate feedback to the team as necessary e.g. in relation to lone working.

### **Additional Information**

#### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

#### **Infection Control**

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs.

#### **Risk Management**

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

#### **Safeguarding Children and vulnerable adults**

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

#### **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 Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

## **Sustainability**

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

## **Smoking Policy**

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

## **Codes of Conduct**

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

## **Data Protection**

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

## **Information Security and Confidentiality**

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.



You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

## **Equality and Diversity**

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

## **Key Performance Indicators (KPI)**

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

## **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

## **Other Duties**

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

## **Person Specification**

### **Guidance**

- Information already listed in the person specification should remain.
- All rows that are marked with a \* and highlighted in yellow can have information added to them.

	Essential	Desirable	Measurement
Demonstration of Trust Values			



Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
<b>Qualifications</b>			
Educated to NVQ Level 3 or equivalent in a relevant subject or with significant equivalent experience	✓		Application Form Interview Assessment
<b>Experience</b>			
At least 3 years administrative experience including the use of Excel and RiO (or similar)	✓		Application Form Interview Assessment
Experience of line managing and training junior staff	✓		Application Form Interview Assessment
Experience of overseeing/ managing health services	✓		Application Form Interview
Change Management experience	✓		Application Form

			Interview
Ability to document and record accurate records and statistics	✓		Application Form Interview Assessment
Understanding and application of Health and Safety, Safeguarding, Data Protection and Equal Opportunities policies	✓		Application Form Interview Assessment





Ability to prioritise own workload and to work within time constraints/deadlines	✓		Application Form Interview Assessment
Excellent communication skills	✓		Application Form Interview Assessment
Planning and organisational skills	✓		Application Form Interview Assessment
Monitoring and evaluation skills	✓		Application Form Interview Assessment
Excellent communication skills both verbally and written	✓		Application Form Interview Assessment
Ability to meet deadlines and targets within specified time frame	✓		Application Form Interview Assessment
Excellent knowledge of IT systems including Microsoft word, Excel	✓		Application Form Interview Assessment
<b>Personal Qualities</b>			
Ability to demonstrate tact, empathy and sensitivity when dealing with staff, clients and external contacts	✓		Application Form Interview Assessment
Ability to work without a high level of supervision	✓		Application Form Interview Assessment
To be assertive, encouraging, supporting and efficient	✓		Application Form Interview Assessment
The ability to be flexible in your place of work as you will be required to travel to various sites and working unsociable hours	✓		Application Form Interview Assessment
Ability to work as part of a team and also alone	✓		Application Form Interview Assessment



<b>Other</b>			
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel effectively throughout the Trust and have UK driving license	✓		Application Form Interview Assessment

