

Agenda for Change	Version 10
Author: Claire Ackerman	Date: June 2015

## Job Description

<b>Job Group (Delete as applicable):</b>	Admin & Clerical
<b>Job Title:</b>	<b>Assistant Technical Officer (ATO) 6 month Fixed Term</b>
<b>Existing Grade:</b>	<b>Band 2</b>
<b>Care Group:</b>	<b>Pathology/CSSCG</b>
<b>Service Line:</b>	<b>Pathology</b>
<b>Department:</b>	<b>Combined Laboratories - Haematology</b>
<b>Location:</b>	<b>Derriford Hospital</b>
<b>Appraiser:</b>	<b>Section Leader</b>
<b>Accountable to:</b>	<b>Laboratory Manager</b>
<b>Position Number:</b>	911354
<b>Date:</b>	31.08.2017

### Job Purpose:

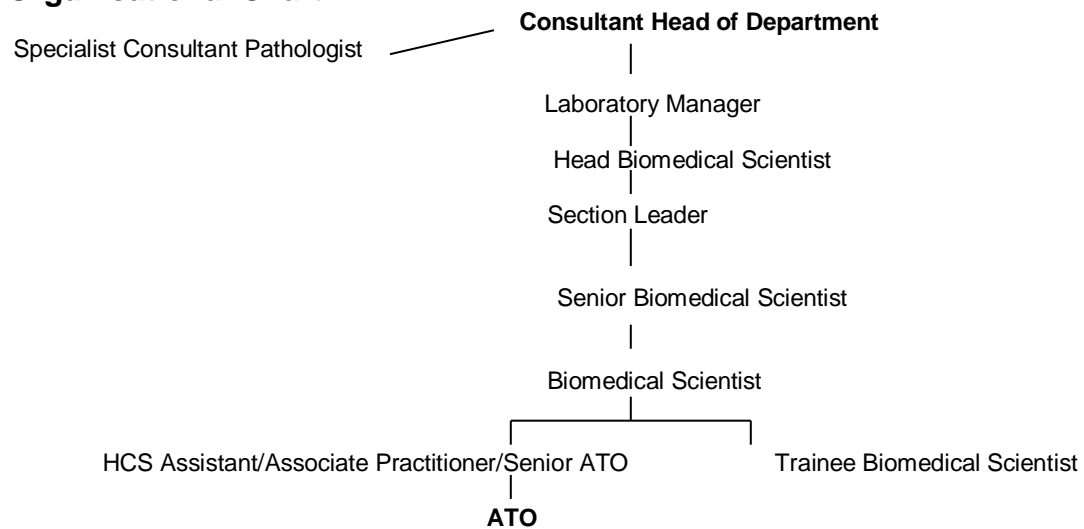
1. The receipt of samples, sample preparation, request data entry, presentation for analysis and dispatch to tertiary centres as appropriate.
2. To make and receive routine telephone calls to/from GP's, medical, nursing and other healthcare staff.
3. To prepare biological material collected from patients, including blood samples for analysis and analyse these following a Standard Operating Procedure.

### Key Dimensions:

1. The post holder will work together with senior staff and support staff in the Haematology sections of the laboratory, with a requirement to support other areas of the laboratory as required in order to produce a timely, high quality, accurate and cost effective service.
2. The post holder will support the timely processing of patient samples serving all those patients attending UHP, PCTs representing 100 General Practices and specialist assays referred to us from other Trusts within the Peninsula.
3. Going forward as UHP Pathology department works to deliver its vision then there will be an expectation of interdepartmental working across various Pathology departments.

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## Organisational Chart



ATO – Assistant Technical Officer, SATO – Senior Assistant Technical Officer, HCS – Healthcare Scientist

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**The post holder will be responsible to the senior staff in the area where the postholder is working.**

#### **PRIMARY DUTIES & AREAS OF RESPONSIBILITY**

1. Working with colleagues ensure the reception area delivers a timely processing of samples and test requests.
2. Following Standard Operating Procedures ensure that all send-away samples are packaged and despatched in compliance with special postal regulations.
3. Ensure senior staff, are made aware when stock levels are low.
4. Competent in the use of office equipment including computers, printers, fax machines and photocopiers.
5. To use the laboratory IT system to input results of tests and to deal with enquiries for results, and to use the Trust PIMS system in order to look up patient details.
6. To operate complex laboratory analysers in order to carry out investigations
7. Will assist senior staff in the training of new staff.
8. Assist in the receipt, processing and storage of all samples derived from clinical trials including those for which the department derives income.
9. Remove samples and request forms from their plastic bags whilst checking the data on the sample matches that on the request form.
10. To bring to the attention of senior staff all rejected samples due to inadequate patient ID or incorrect sample type for the test requested, or to contact the necessary persons, in accordance with the SOP for the area, to resolve any non-compliance with policy.
11. Informing patients of the venepuncture procedure to be carried out in a caring reassuring manner that is aimed at their level of understanding.
12. To undertake work for which they have been trained, which may take up to 2 months shadowing a trained member of staff.
13. To have sufficient knowledge and competence to rotate through all sections of the laboratory as required.
14. Following SOPs record and inform requestors of rejected samples.
15. Prepare samples for analysis using techniques applicable to the areas of work – this may include attaching bar code labels, centrifugation, separation and prepare aliquots as required: Inoculate specimens on to prepared culture media or in to suitable test kits in accordance with SOPs using both manual and automated technology. Support the technical and medical staff in the Cell Path specimen dissection area handling tissue samples removed at operations and post mortem. Cut sections from paraffin processed tissue to the required standard of speed, quality and accuracy.
16. Book test requests into the laboratory computer system
17. To assist in the safe disposal of used specimens and waste products and the daily cleaning of laboratory work surfaces.
18. Assist in performing print runs of reports and their sorting for distribution as necessary. Assist in the maintenance of both hard copy and computer held reports.
19. To extract slides, reports and all necessary items for the multiple clinical and non-clinical meetings.
20. To participate in the collection, receipt and safe storage of reagents and other supplies.
21. To maintain an adequate supply of clean glassware, make up solutions and collect chemicals from the various stores as required.
22. Participate in the maintenance of the safe storage of diagnostic material..
23. To assist in the maintenance and compilation of workload statistics.
24. To assist with the issuing of consumables to service users as requested e.g. 24hr urine collection bottles.
25. Respond to telephone enquiries within the area of work from staff in both primary and secondary care, giving test results (subject to departmental telephone SOPs), advice on sample types required for a large range of tests, requests for add-on-tests and those for emergency requests.
26. Assist in the general running of specific analysers, equipment or tests.
27. Perform basic maintenance checks as directed.
28. To observe all departmental, Trust, national and European Health & Safety regulations relevant to the service, ensuring attendance at the annual departmental H&S update. In addition all staff must sign the departmental H&S policy to acknowledge understanding and compliance.
29. To continually update your knowledge and skills whilst documenting this in your Continual Professional Development folder.
30. To ensure contemporaneous completion of your induction and training records.
31. To follow Standard Operating Procedures at all times.
32. To attend meetings and training courses as necessary.

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33. To attend Statutory and Essential Update Training annually.
34. To attend departmental briefings and/or acquaint yourself with the team brief posted on the departmental notice boards.
35. To assist in the maintenance and compilation of workload statistics.
36. To participate in an annual IPR and achieve any targets set at this time.
37. Participate in the 24/7 rotas for ATO and support staff across the department.
38. Whilst participating in this rota identify, prepare, and store patient samples in the relevant locations.
39. Ensure that samples received match work lists, the patient ID is correct before testing and there is sufficient sample to perform the assay.

To carry out other duties commensurate with the post.

#### **COMMUNICATIONS & WORKING RELATIONSHIPS**

1. The post holder will act as a mentor during the induction of new ATO staff.
2. Key working relationships will exist between the post holder and the Head BMS, Reception Manager, all senior scientific staff & ATO colleagues.
3. Will attend or read the minutes of departmental briefings.
4. Patients, relatives, visitors and all other grades of hospital staff.

#### **OTHER**

1. The post holder will be required to participate in the departmental 24/7 rotas .
2. Dress and act in a professional manner at all times.

#### **All Job Holders are required to...**

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the UK Data Protection Act 2018/UK General Data Protection Regulation (UK GDPR) or "Data Protection legislation.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.

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- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

**All Managers are responsible for...**

- Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training.
- Managing attendance in accordance with the Trusts Attendance Management Policy.

**All Heads of Departments are responsible for...**

- Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

**Note**

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

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## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Understanding of need for patient confidentiality</li> <li>▪ Proven knowledge of Health &amp; Safety issues</li> <li>▪ Use of IT equipment including a keyboard</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proven knowledge of tests performed and sent away by the department</li> <li>▪ Proven knowledge of all relevant Health &amp; Safety legislation and its application to the Section</li> <li>▪ Proven technical skills in a Pathology laboratory</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSE to Grade C or above in Science, Maths &amp; English or equivalent demonstrable experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate NVQ –in either Business and Admin or laboratory based.</li> </ul>
<b>APTITUDE &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication skills, being able to deal with staff at all levels of the organisation and patients with tact and diplomacy</li> <li>▪ Ability to effectively organise and prioritise own work</li> <li>▪ Attention to detail</li> <li>▪ Maintain accuracy and precision, whilst under pressure</li> <li>▪ Time management skills</li> <li>▪ Manual dexterity, including fine manipulation for protracted periods of the day</li> <li>▪ Good telephone manner</li> <li>▪ Multi-tasking skills</li> <li>▪ Transcription skills</li> <li>▪ Numeracy skills</li> <li>▪ Meet key targets following training once the necessary level of experience has been achieved</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good interpersonal skills</li> <li>• Proven working knowledge of PIMS</li> <li>• Proven working knowledge of relevant laboratory information management systems</li> </ul>
<b>DISPOSITION / ATTITUDE / MOTIVATION</b>	<ul style="list-style-type: none"> <li>• Team worker</li> <li>• Able to work well in a busy environment</li> <li>• Ability to concentrate for long periods</li> <li>• Willing to undertake in-service training to achieve the necessary levels of speed and accuracy</li> </ul>	

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<b>OTHER FACTORS</b>	<ul style="list-style-type: none"> <li>• Required to work in a an area of biological risk, frequently exposed to both biological and chemical hazards</li> <li>• Participate in 24/7 service, extended hours and weekend service</li> <li>• Required to use VDU for protracted periods</li> <li>• Flexibility</li> <li>• Required to handle a wide range of specimens.</li> <li>• Required to handle large volumes of consumables up to a weight of 10kg daily</li> </ul>	
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