

Job Description

1. JOB DETAILS

Job title:	Clinical Support Worker
Accountable to:	
Managerially	Laboratory Operational Manager
Professionally	Pathology Services Manager
Location:	Pathology, North Cumbria Integrated Care NHS Foundation Trust

2. JOB SUMMARY

Undertake relevant unsupervised laboratory duties in a timely and efficient manner as directed by SOPs and departmental policy, performing daily and weekly maintenance on instruments; running IQC as per section policy and bringing outliers to attention of BMS; preparing and processing clinical specimens for testing and reviewing the results generated. Rotate through all areas of the laboratory and support less experienced clinical support workers in the section.

All staff are expected to work to the Trust Values:



Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.



Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.



Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.



Collaboration – We are stronger and better working together with and for our patients.

3. ROLE OF DEPARTMENT

Provision of a comprehensive service to North Cumbria Hospitals and primary care. The departments offer core analyses on a frequent basis, processing urgent requests and a variety of specialised tests. The majority of the pathology service is provided on a 24/7 basis. Out of hours cover is delivered via extended working arrangements, on call, or shift patterns according to the urgency and volume of the work.

4. ORGANISATIONAL CHART

Biomedical Scientist Team Manager

Specialist BMS

BMS

Clinical Support Worker

MLA

5. KEY WORKING RELATIONSHIPS

Laboratory Managers.
Laboratory Consultants / Clinical Scientists
Other pathology staff.
Consultants.
IT and Information departments.
Procurement / stores department
Patients, carers and public.
Mitie.
GP practices.
Courier service drivers
Other NHS Trusts.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Clinical

- Receive samples into the laboratory, ensuring compliance with minimum acceptance criteria, and dealing with discrepancies where appropriate.
- Prepare samples for analysis e.g. specimen handling, centrifugation, plate inoculation, microtomy.
- Perform daily analyser start-up so that the analyser is ready for use, including accurate pipetting.
- Load and operate general laboratory equipment as required under supervision, following standard operating procedures.
- Prepare reagents / materials following standard operating procedures and ensure they are available and appropriate for use.
- Perform maintenance of laboratory instruments which may be daily, weekly or monthly, as required by the manufacturer. Notify the supervising BMS of any malfunction or breakdown of equipment and receive further instructions.
- Use instruments to generate test results in a safe manner to ensure safety of staff and equipment.
- Review test results and respond appropriately to the results as per section guidelines.
- Prioritise emergency and urgent work according to laboratory procedures.

- Undertake daily / weekly housekeeping duties as required in accordance with departmental decontamination procedures.
- Rotate and discard specimens as required following Trust policies.
- Comply with infection prevention and control procedures at all times.
- Comply with responsibility to safeguard children and vulnerable adults, ensuring attendance at appropriate training.

Administration

- Deal with telephone enquiries, understanding personal limitations, and redirect to others for action as appropriate.
- Operate the laboratory computer systems to input and retrieve data, ensuring accurate data input into all computerised systems.
- Arrange for despatch of samples to external laboratories, ensuring correct packaging and labelling to conform to the current postal and transport regulations and recording details of dispatch in record book.
- Adhere to Trust policies, including those relating to Data Protection Act, Computer Misuse Act and Copyright, Designs and Patents Act.
- Monitor stock in work area and arrange replenishment as necessary to maintain service continuity.
- Bring any problems or complaints to the attention of relevant staff.
- Assist in the collection and collation of statistical data and audit as required.

Education

- Assist with training of new staff as appropriate.
- Undertake continuing professional development, including mandatory and statutory updating, maintaining a portfolio.
- Participate in research, audit and surveys as required.

7. WORK SETTING AND REVIEW

Work independently to duties as set, following standard operating procedures. The line manager will review performance and undertake appraisal.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only

in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

PERSON SPECIFICATION

POST TITLE: Clinical Support Worker

Factor	Essential	Desirable
Qualifications	NVQ 2 in clinical laboratory support or equivalent.	NVQ 3 in clinical laboratory support or equivalent.
Experience	Data entry. Working in a customer service environment.	Laboratory work. NHS employment.
Knowledge	Computer use. Equality issues.	NHS systems. Medical terminology.
Skills and Aptitudes	Keyboard skills. Able to work as part of a team. Effective communication and interpersonal skills. Able to prioritise work to meet deadlines in a busy environment. Good hand-eye coordination.	
Personal Circumstances	Meticulous. Motivation. Enthusiasm.	
Other requirements	Flexibility in working hours, including weekends and nights.	

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.