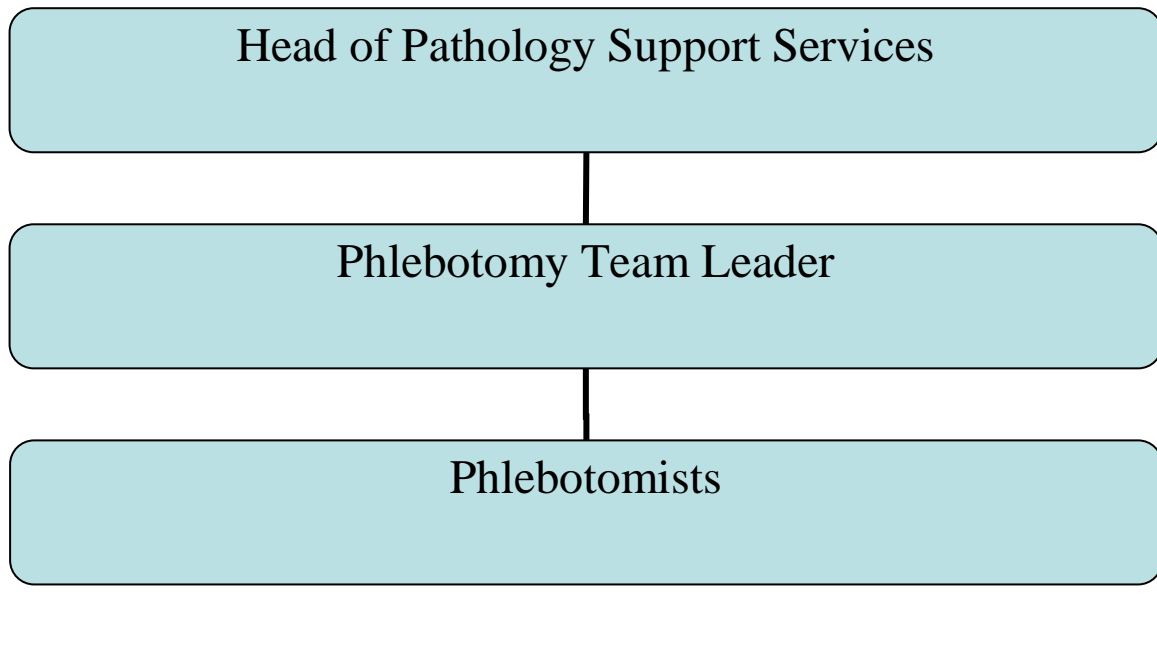


Job Description

Job Ref:	14-040-PA
Job Title:	Phlebotomy Team Leader
AfC Pay Band:	Band 4
Number of hours:	As advertised
Division:	Core Services Division
Department:	Phlebotomy
Location:	As advertised but may be required to work at any Trust site on occasion
Accountable to:	Head of Pathology Support Services
Reports to:	Head of Pathology Support Services

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	Budget / Delegated Budget managed : £ N/A Authorised signatory for: £500 Other financial responsibility: Stock control and ordering
Staff	Staff (wte): Supervision of a team of up to 12 phlebotomists on 1 site. Provides training to new phlebotomy staff and other healthcare professionals
Information Systems	To comply with local and national policies for the safe, secure and confidential processing, storage and disposal of patient and other confidential information. Share information with multidisciplinary team in accordance with information governance protocols
Job purpose	Responsible for supervision of delivery of a fit-for-purpose phlebotomy service, collecting and receiving samples in the department and in GP surgeries in order to achieve the objectives of efficient and effective patient care, and effective resource management. Supervises a team of phlebotomists working on either one of the main acute sites Eastbourne District General or conquest in Hastings. Providing technical expertise, advice and support Works as part of the phlebotomy team, maintaining expert phlebotomy skills, and updating competence as required.

Department Structure



Communications and Working Relationships

List people with whom the postholder interacts on a regular basis.

With Whom:	Frequency	Purpose
Patients / clients	Daily / as required	Venepuncture and sample collection. Advice and information on testing processes, appointments
Manager / Supervisor	As required	Receive management supervision, work planning, advice and support.
Phlebotomists	Daily / as required	Provide work planning, advice, support and training
Relatives / carers	Daily	Confirming identification of patients, appointments, advice and support
Nursing staff	As required	Exchange of information for patient care. Raise concerns on patient condition.
Multidisciplinary team	As required	Exchange of information for patient care, resolve queries.
GP Surgery staff	As required	Exchange of information for patient care, resolve queries.
Healthcare staff	As required	Provide venepuncture training

Key duties and responsibilities

Organisational

1. Responsible for supervision and organisation of phlebotomy team, to provide an efficient and fit for purpose phlebotomy service, which is responsive to patient and service needs.
2. Plan and organise rotas for own work and that of phlebotomy team, to make best use of available staff.
3. Receive and authorise annual leave applications for the phlebotomy team, ensuring adequate staffing is maintained.
4. Receive notice of sickness absence from phlebotomy team and arrange appropriate cover.
5. Monitor and record absence of all members of phlebotomy team, and deal with this in accordance with Trust absence management procedure, referring to manager if required.
6. Monitor individual performance of team members and raise any concerns with manager. Assist manager in managing issues in accordance with performance management policy.
7. Monitor compliance with standard operating procedures, infection control and health and safety protocols, promoting best practice across the team.
8. Maintain the integrity and accuracy of laboratory databases.
9. Ensure personal protective equipment is provided where appropriate, and monitor its use.
10. Identify training needs, and promptly arrange or deliver required training.
11. Measure, monitor and record for each area, such details as are required for workload and audit purposes.
12. Carry out general administration duties related to the service

Clinical / Technical

1. Work as part of the phlebotomy team, maintaining expert phlebotomy skills, and updating own competence as required.
2. Provide advice in own area of expertise, to team and other Trust staff.
3. Provide on the job training to new starters
4. Follow protocols to obtain confirmation of identification prior to taking of samples.
5. To be accountable for own actions and recognise own boundaries, seeking advice as appropriate from senior staff.

6. Report to nursing staff any concerns regarding the patient's condition
7. Label up specimens with patient numbers, making sure all specimens are sent and treated according to laboratory protocols and appropriate action is taken when specimens fall outside criteria.
8. Pack samples with appropriately completed documentation for dispatch to laboratories.
9. Store samples in accordance with the department operating procedures.
10. Keep the workplace, trolleys and work benches clean and tidy.
11. Check and restock work areas / trolleys as required.
12. Order replacement stock within agreed limits.
13. To answer the phone and deal with routine and non-routine enquiries, using knowledge and initiative to resolve queries and escalate complex problems to manager as appropriate.
14. To deal tactfully with users of the service who may be unhappy, agitated, rude or aggressive. Handle initial stages of complaints, attempting to resolve issues at department level where possible.
15. To deal with general enquiries from patients / carers with due regard to confidentiality and Information Governance requirements.
16. To follow the standard operating procedures and policies of the department and Trust at all times.
17. Monitor compliance with procedures, provide feedback to manager and input to the review and update of phlebotomy standard operating procedures
18. To communicate effectively with outside agencies and those providing services to the Trust.
19. To advise manager of any instance or event which may cause a service delivery failure.
20. To perform other tasks appropriate to grade in support of Phlebotomy and Intravenous team

Health and Safety Responsibilities

1. To be aware of, understand and adhere to relevant Health & Safety regulations and guidelines at all times, and ensure that team members do the same.
2. To comply with good work practices required for the standards of phlebotomy including Information Governance and Infection control, and monitor compliance of junior staff.
3. To take appropriate action if there is a spillage of body fluids or hazardous chemicals in order to minimise the risk to staff and the public.
4. To follow standard operating procedures to ensure the safe disposal of waste.

Training and Development

1. To actively participate in own annual performance and development appraisals, and assessment of professional competence.
2. To participate in all mandatory training as required for the role in a timely manner
3. Monitor compliance of the team with mandatory training and issue reminders as required.
4. Deliver training to staff in own area of expertise
5. Liaise with training department to arrange staff training where appropriate.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:

Clinical technical role with exposure to blood. Personal protective equipment (PPE) must be used where supplied (uniforms, protective gloves and eye and face protection, when indicated). Use of VDU, moving of trolleys etc. Lone Working Policy applies.

Driving		Lifting		Verbal aggression	X
Use of PC/VDU	X	Physical support of patients		Physical aggression	X
Bending/kneeling	X	Outdoor working		Breaking unwelcome news to others	
Pushing/pulling	X	Lone working	X	Providing professional emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	X	Contact with bodily fluids	X	Involvement with abuse cases	
Prolonged walking/running		Infectious materials	X	Care of the terminally ill	

Controlled restraint		Noise/smells	X	Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
7. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
8. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
9. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
10. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
11. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Criminal Records Bureau.

Person Specification			
Job Title: Phlebotomy Team Leader		Grade: Band 4	
Department: Phlebotomy		Date: Mar 2014	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications Good general education including English Phlebotomy competence certificate Relevant training and experience in specialist areas of phlebotomy. Evidence of further development / courses in medical terminology, anatomy / physiology as applied to phlebotomy, training & assessment to diploma equivalent level.	C C C/R/ I	Recognised management or training qualification	
Experience Proven recent experience as a trained phlebotomist Staff supervision experience Experience of delivering training Relevant NHS experience		Previous experience in a similar team leader role.	
Skills / Knowledge / Abilities Expertise in venepuncture across patient groups, elderly, paediatrics etc. Thorough knowledge of specimen processing SOPs, minimum data set requirements Knowledge of anatomy / physiology as applied to phlebotomy Knowledge of Trust HR policies. Familiarity with Health and Safety legislation as applicable to the department.			
Other Reliable work record DBS clearance Able to travel independently between sites as required	R C A/I		

Managers Signature

Date

Postholder's signature

Date