Maidstone and Tunbridge Wells NHS Trust
Job Description

Job title:	**Healthcare Assistant**
Band:	**2**
Directorate:	**Diagnostics and Clinical Support Services**
Site:	**Maidstone**
Hours:	**37.5 hours per week**
Working Pattern:	**Monday - Friday 09:00-17:00**
Reports to:	**Office Co-ordinator**
Accountable to:	**Service Lead**

Job summary:

The post holder will assist with the day to day administration of the Molecular Pathology department at the Maidstone site. Printing Email requests, entering tests on to the Laboratory information system, sending results, completing spreadsheets for internal records. See below for a full list of duties.

Working for Maidstone and Tunbridge Wells NHS Trust you will be part of the Kent and Medway Pathology Network (South 8 network). Kent and Medway Pathology Network is made up of seven laboratories across three pathology services in four acute Trusts – East Kent Hospitals University NHS Foundation Trust, Maidstone and Tunbridge Wells NHS Trust and North Kent Pathology Services (hosted by Dartford and Gravesham NHS Trust and providing services to Medway Foundation Trust).

The network provides services across the health sector to a population of nearly 2 million.

The network vision is based around:

- A single laboratory information management system (LIMS) and managed services contract (MSC);

- A Director of Pathology Transformation who will work closely with teams and services to design and implement service changes which benefit the whole network;

- A commitment to consider a single management structure at a point in the future; and,

- A general agreement to collaborate, and to align processes and Standard Operating Procedures where it makes sense to do so.

You will not be expected to work at sites outside of Maidstone and Tunbridge Wells NHS Trust. However, there will be opportunities for collaborative working within this network.

1. **General & Laboratory Informatics**

a. To comply with local and national policies for the safe, secure and confidential processing, and storage of patient and other laboratory information.

b. To use the Laboratory Information System (LIMS) according to the authorised protocols.

c. To accurately enter patient and specimen data from the request form onto the LIMS.

d. To scan request forms for electronic storage.

e. To print and sort patient histories and slide labels.

f. To answer and deal with enquiries in person, e-mail or via telephone in a professional manner.

g. To communicate verbally, in writing, by telephone, fax and e-mail as required.

h. To take and pass on messages for Molecular Pathology staff.

2. **Specimen reception**

a. To receive samples for testing, check completeness of the request, numbering up and preparation for testing.

b. To bring to the attention of the Office Co-ordinator any discrepancies with patient request forms according to laboratory protocols.

c. To assist with sorting of post.

d. To receive visitors to the department according to Local Safety Rules.

3. **Administrative**

a. To ensure that records are stored safely to ensure compliance with good work practices

b. To comply with standard operating procedures

c. To assist with the monitoring stock inventory.

d. To assist with filing and archive of Molecular Pathology records

e.   To assist in retrieval from archives of Molecular Pathology records, slides and blocks.

f.   To assist with the preparation of Multi-Disciplinary Meeting (MDM) patient lists.

g.   To assist with completion of departmental spreadsheets for auditing purposes.

4.   **General**

a.   To observe and adhere to local and national health and safety policies.

b.   To observe and understand the importance of patient confidentiality.

c.   To keep workplace clean and tidy.

d.   To assist in departmental audit activities as directed by Office Coordinator

e.   To be able to work safely, calmly and efficiently at all times.

f.   To understand the priorities of the laboratory. In particular to understand where own work could affect departmental workflow.

g.   To maintain good work relations with all members of staff, and to promote effective teamwork.

h.   To treat everyone associated with Maidstone & Tunbridge Wells NHS Trust with courtesy and respect.

i.   To attend departmental meetings as deemed appropriate by Managers

j.   To ensure compliance with all local and national standards of work practice

k.   To maintain and promote the professional image of the Cellular Pathology department of Maidstone & Tunbridge Wells NHS Trust.

5.   Health and Safety Responsibilities

a.   To be aware of and understand the application of relevant health & safety regulations and guidelines.

b.   To bring to the attention of Managers any laboratory practices or equipment which appears unsafe.

Working relationships:
Communicate all issues to the office supervisor and escalate problems appropriately to the Clinical scientist and/or lab manager.

Liaise with Scientific staff and Manager to ensure timely processing of requests.

External to the department:-
Other trusts other departmental staff

Budget responsibilities: None

_____

Key result areas:
The post holder must:

- **Accountability**

    - Ensure the timely workflow through the laboratory

- **Communication and relationship**

    - Communicate in a consistent, clear, accurate and respectful manner. Strong communication skills are essential for this role.

    - Communicate effectively at all times with staff, other healthcare professionals, and visitors to the laboratory.

    - Attend departmental staff meetings and training as appropriate. Inform departmental management and/or technical staff of any issues that might impact on service delivery.

- **Planning and organisational**

    - Understand the objectives of the department and actively contribute to attaining them.Be fully conversant with and adhere to departmental policies and Standard Operating Procedures (SOP).

    - Have an awareness of laboratory accreditation standards (i.e. ISO 15189).

    - Seek to prevent errors, incidents and non-conformities.

    - Ensure all errors and incidents are appropriately recorded and escalated .

    - Maintain and promote a safe working environment

    - Physical skills required include keyboard skills

    .

- **Responsibility for policy/service development –**

    - Assist in improving and developing departmental quality by active participation in staff meetings, contributing ideas and participating in departmental change management processes.

- **Management responsibility**

    - The post holder will have no supervisory responsibility.

- The post holder will not have budgetary responsibilities.

- They will, however, be expected to manage resources at their disposal effectively and to ensure that the work assigned to the post is processed to a high quality and in a timely and efficient manner though excellent time management, workflow coordination and work prioritisation according to clinical need and local protocol.

- Bring to the attention of the office coordinator deficiencies in consumable stock.

.

- **Physical effort**
  - Limited amount of moving and handling
- **Mental and emotional effort**
  - Concentration and accuracy for certain periods of the day.

- **Responsibility for R&D**

  - There is no direct responsibility for R&D although the post holder is required to facilitate R&D work as instructed
- **Working conditions**
  - Will come in to contact with tissue blocks for dispatch which pose no H&S risk.

_____

General - The post holder will assist with any reasonable task not listed above as requested by the Office Co-ordinator and/or Managers.

_____

Job description agreement:

Signature of post holder:_____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.

2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.

3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.

4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.

5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.

6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.

7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy

8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.

9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.

10. INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust

12. All staff are required to fully comply with the NHS Code of Conduct.

13. **SAFEGUARDING CHILDREN -** Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

14. **SAFEGUARDING ADULTS -** Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.

15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

Healthcare Assistant – Molecular Pathology
Person specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	• 5 GCSE including Maths, English and Science	• ECDL • NVQ level 2 in business administration
Experience/ Knowledge	• Basic clerical skills • Team working • Good practical knowledge of MS Excel, Outlook and Word	• Previous clerical experience within the NHS or equivalent • Medical terminology • Scientific terminology • Health and safety legislation • Knowledge of Pathology LIMS or Trust IT • Experience of working to deadlines
Skills	• Good communications • Good keyboard skills • Good numeracy • Good command of Spoken and written English • Command of written and spoken English • Typing speed 35wpm • Basic computer skills • Numeracy • Organisational skills	
Attributes	• Reliable • Enthusiastic • Self-Motivated • Ability to work calmly and accurately at times of high workload • Ability to follow written and verbal instructions	

Maidstone and Tunbridge Wells NHS Trust

Healthcare Support Worker – Molecular Pathology
Organisational chart

Band 8A
LEAD BMS
1.0

Band 8A
CLINICAL
SCIIENTIST
1.0

Band 7
IHC LEAD
ADVANCED
BMS
1.0

Band 7
ONCOLOGY
LEAD
ADVANCED
BMS
1.O

Band 6
BMS
1.0

Band 4
OFFICE
COORDINATOR
1.0

Band 5
BMS
1.O

Band 4
BMS
SUPPORT
0.8

EQA
COORDINATOR
BAND 3

Band 3
MLA
0. 8

Band 3
MLA
0.5

Band 3
A&C

Band 2
HCSW
0.44

Band 2
A&C
0.50

Band 2
A&C
1.00