



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The North Midlands and Cheshire Pathology Services (NMCPs) formed in December 2020, a partnership between The University Hospital of North Midlands (UHNM), Mid Cheshire Hospitals NHS Foundation Trust (MCHT) and East Cheshire NHS Trust (ECT). UHNM is

the lead provider Trust for the NMCPs and is the employing organisation for Pathology employees based at Royal Stoke University Hospital, County Hospital, Macclesfield District General Hospital and Leighton Hospital.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: North Midlands and Cheshire Pathology Services

Job Title: Associate Practitioner (Virology)

Band: Agenda for Change Band 4

Location: Primary Base: Royal Stoke University Hospital with a requirement to travel to all NMCPs Sites

Hours: 37.5

Managerially accountable to: Departmental Lead Biomedical Scientist (BMS) *through* Departmental Specialist BMS

Professionally accountable to: Pathology Manager and Clinical Director

Role Summary

The post holder will be required to perform a range of routine and non-routine healthcare science tasks within Pathology, following Laboratory Standard Operating Procedures (SOPs) including the Pathology Quality Policy to provide technical support to Biomedical Scientists in order to ensure a high quality service in all areas of the relevant Pathology Discipline. The tasks will include sample preparation, operation and maintenance of laboratory equipment and updating of information systems.

To work within the written Policies and Procedures of the Department especially in relation to Health and Safety and Quality. Assists with the monitoring of quality standards within the department.

Assists with the supervision and allocation of work to Pathology Support Workers and Medical Laboratory Assistants.

To be an efficient and flexible member of the laboratory team assisting in the delivery of the service.

MAIN DUTIES AND RESPONSIBILITIES:

1. Technical Duties and Responsibilities

- Provides clinical technical services and undertakes routine and non-routine tests.
- Undertakes analysis of samples according to departmental Standard Operating Procedures (SOPs) using complex equipment.
- Resolves problems with sample quality or where additional information to perform the test is required.
- Reads and reports results of simple non-interpretive automated investigations following clear written instruction.
- Records generated test results prior to validation by BMS. Reports referred work prior to validation by BMS.
- Performs External Quality Assessment for reporting by BMS.
- Undertakes planned preventative maintenance on highly complex/specialised equipment.
- Performs calibrations and validates quality control within acceptable ranges. Refers to Biomedical Scientist (BMS) for out of range quality control

- Sorts and prepares samples for referral to other laboratories according to departmental SOPs and current postal regulations
- Generates and monitors outstanding internal and referred work lists
- Complies with local and national policies for the safe, secure, confidential processing and storage of patient and other laboratory information. To report any witnessed deficiency in health and safety and quality systems to line manager or the department lead.
- Disposes of specimens, documentation and general waste appropriately according to confidentiality, health & safety requirements and departmental SOPs.
- To provide support for Point of Care testing if this is relevant to the department – *see specifics in Appendices.*
- May process and store samples for clinical trials
- May be involved in equipment or assay evaluation
- Participates in Laboratory and Point of care audits
- May be required to propose changes to working practices or procedures for own work area.
- Performs general housekeeping duties e.g. maintaining a clean and tidy work area
- To undertake basic office duties, including answering the telephone, faxing, emailing.

2. Resource Duties and Responsibilities

2.1 Financial and Physical Resources

- Uses resources efficiently and cost effectively
- Reports low level of supplies to more senior staff appropriately to ensure continuing supply.

Responsible for the safe use of expensive/complex equipment by self and others they are supervising.

Assists with efficient use of reagents and consumables, performs and records preventative maintenance and completes reagent logs

2.2 Human Resources

- To support in the day to day supervision and training of the Pathology Support Workers and Medical Laboratory Assistants in own work area.
- To provide training in own area of work to other Health Care professionals regarding Point of care devices if appropriate.
- Responsibility for booking own leave in accordance with departmental policy, reports own sickness absence to a senior member of staff in accordance with Trust policy, is aware of and understands the relevant Trust policies e.g. Grievance, Discipline and Capability.

2.3 Information Resources

- Follows SOPs and policies to ensure (and maintain) accurate laboratory databases. Recognises errors in patient details and informs BMS staff.
- Inputs personally generated data and test requests from hospital and community sources onto computer system.
- Uses the laboratory information management system (LIMS) on a regular basis and in accordance with authorised protocols. Check correct transfer of data from device to LIMS system and check integrity of these results including QC.

- Uses the Quality management system at appropriate level.

3 Other Duties and responsibilities

3.1 Strategy, Planning and Decision-making:

- To organise own workload, and that of more junior staff, responding to requests, prioritising work and taking into account the urgency of the work and consulting with BMS staff.
- Makes decisions and judgements within own area of work e.g. regarding appropriate action in cases of mislabelled or mislaid specimens, test recalls.

3.2 Freedom to Act

- Follows defined policies and operating procedures, usually working independently but seeking advice from BMS if necessary.

3.3 Communication and Relationships

- To provide and receive routine information. Accurately communicates information both orally and in writing (this may include test results where departmental policies allow) to clinicians and other colleagues including ward, clinical laboratory staff and other users of the service ensuring that this is understood and transcribed correctly and recorded appropriately. Depending on the situation, may require tact and persuasion and the ability to overcome barriers to understanding.
- Ensures that results are not given inappropriately to patients.
- To deal with telephone queries in a pleasant and efficient manner
- Attend meetings as and when required and feedback to staff through departmental meetings and other forums.
- To occasionally provide cover for other MLAPs in their absence.
- To maintain a professional image and conduct and to comply with the relevant Trust standards of dress.

3.4 Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

3.5 Research and Development

- The post holder will occasionally process samples for research projects within the department.
- Undertakes surveys and audits as necessary to own area of work. May occasionally participate in development activities, trials and equipment testing.

Additional Information:

Mental and Emotional Effort

- Frequent concentration will be required, sometimes for a prolonged period of time; for example when processing samples, performing data entry or performing equipment maintenance.
- The post holder will be interrupted on occasion to change from one task to another.
- Limited direct exposure to emotional and distressing circumstances. However, may have occasional indirect exposure to distressing or emotional circumstances through working with distressing samples or clinical information.
- Occasional contact with patients/clients.

Physical Effort and Working Conditions:

- There is a requirement for frequent light or moderate physical effort for short periods required which may be in a restricted position. This may involve sitting at a bench, computer terminal or equipment and lifting and moving samples, stock and boxes or pushing trolleys.
- Use of fine tools for accurate working e.g. pipettes
- The postholder will use VDU equipment on a daily basis.
- Frequent exposure to unpleasant conditions such as patient samples, high risk specimens, chemicals or laboratory smells. These will be mainly contained but incidents will occur which will need to be dealt with by the laboratory staff.
- The post holder will be exposed to unpleasant smells and odours in some Laboratory areas.
- The post holder will be required to wear personal protective equipment for most of the working day.

GENERAL RESPONSIBILITIES:

Standards of Behaviour

- Managers who have responsibility for supervising/managing people must comply with the guidelines that can be found in the “Code of Conduct for NHS Managers”
- The principles of “Improving Working Lives” must be upheld at all times
- To promote and practice customer care and to act in a manner which presents the good image of the trust
- To contribute to improving standards, performance and efficiency.

To work to the standards set out in the Data Quality Policy

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Health and Safety

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Confidentiality

To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

Equality and Diversity

To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

While GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Medical laboratory Associate Practitioner (AfC Band 4)

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none"> • Knowledge of Pathology Laboratory Information Management Systems (Clinisys) • Basic practical knowledge of laboratory quality systems. • Numerate and literate and able to handle numbers • accurately and without error. • NVQ Level 3 in Clinical Laboratory Support or equivalent, plus additional theoretical or applied training to diploma equivalent level. • Evidence of Continued Professional Development. • Intermediate level of theoretical technical knowledge of the role. • Awareness of Health and Safety matters. • Understanding the importance of confidentiality and data quality. 	 ✓ ✓ ✓ ✓ ✓ ✓	 ✓ ✓ 	
Experience	<ul style="list-style-type: none"> • Experience of working within an NHS laboratory. • 12 months microbiology laboratory experience. • Previous experience of using automated • laboratory analysers. 		 ✓ ✓ ✓	

	<ul style="list-style-type: none"> • Previous experience of working in a molecular laboratory. • Previous experience of stock control / ordering / receipt of goods • Familiarity with Pathology IT systems • Previous experience of working in a Laboratory environment. • Experience of Data Entry • Experience of working in a team and alone • Experience of training • junior staff 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓	
Skills and ability	<ul style="list-style-type: none"> • Supervisory skills. • Previous experience of keeping records. • To have intermediate and accurate IT skills. • Have good manual dexterity skills • Good oral and written communication skills • Basic analytical skills with an ability to work in a • methodical and systematic way. <p>Ability to:</p> <ul style="list-style-type: none"> • Effectively apply skills and knowledge • Work within safe systems of work and report any deficiencies in those systems to the Departmental Manager 	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓	

	<ul style="list-style-type: none"> • Perform the wide range of duties as set out in the Job Description • Able to fulfil Occupational Health requirements of the post (with reasonable adjustments if necessary). • Work under pressure; plan and prioritise allocated work to work to deadlines. • Concentrate for long periods • Communicate effectively and accurately with all levels of staff. • Work individually and as part of a team. • Work to the required standards of the department. 	✓ ✓ ✓ ✓ ✓ ✓		
Personal Qualities/other	<p>Flexible in approach to trying new procedures and practices.</p> <p>Positive attitude.</p> <p>Good personal organisational skills</p> <p>Professional personal presentation and manner.</p> <p>Prepared to work flexibly including participating in weekend and other out of hours rotas as necessary</p> <p>To participate in a shift pattern if required to do so by the relevant department.</p> <p>Ability and willingness to fulfil the travel requirements of the post if relevant – primary place of work as per JD but on rare occasion may be asked to work at another site.</p>	✓ ✓ ✓ ✓ ✓ ✓		

