

- Good sound general education
- Experience & Knowledge of phlebotomy is a specified criteria
- Understand the principles of patient confidentiality
- Previous healthcare experience
- A knowledge of the importance and relevance of phlebotomy in the deliverance of patient care Skills & Ability Essential Desirable
- Good interpersonal skills and able to communicate with patients and healthcare professionals
- Basic IT skills
- Competent, professional and polite manner
- Ability to work systematically and under pressure in a busy environment
- Ability to work with attention to detail
- Degree of manual dexterity required
- Good organisational skills
- Able to convey a calm, caring and sensitive attitude to patients and their carers
- Ability to work individually or effectively as part of a team
- Ability to follow set procedures and protocols meticulously
- Ability to concentrate for long periods
- Ability to cope with routine task
- Able to use initiative and act with minimal supervision in accordance with protocols
- Willingness to work flexibly to maintain phlebotomy service
- Ability to drive with access to a car, this is essential

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties. Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

Governance and Risk Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been

mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Safeguarding

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

Training & Personal Development – Continuous Professional Development There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan. The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role. In addition the post holder must be aware of their education responsibilities within their area of work.