



Job Description and Person Specification

Job Description

Job Title	Medical Laboratory Assistant
Band	3
Hours	37.5 hours per week
Department	Cellular Pathology
Division	Clinical Support Services
Location / Hospital Site	Royal Sussex County Hospital
Responsible to	Lead Biomedical Scientist Cellular Pathology
Accountable to	Lead Biomedical Scientist Cellular Pathology
DBS Level	N/A
DBS Barring	N/A
DBS Workforce	N/A

Role Summary

To participate in the provision of a specialised, diagnostic, pathology service contributing to the clinical care of the patient, to enable diagnosis and subsequent monitoring of the effectiveness of treatment given.

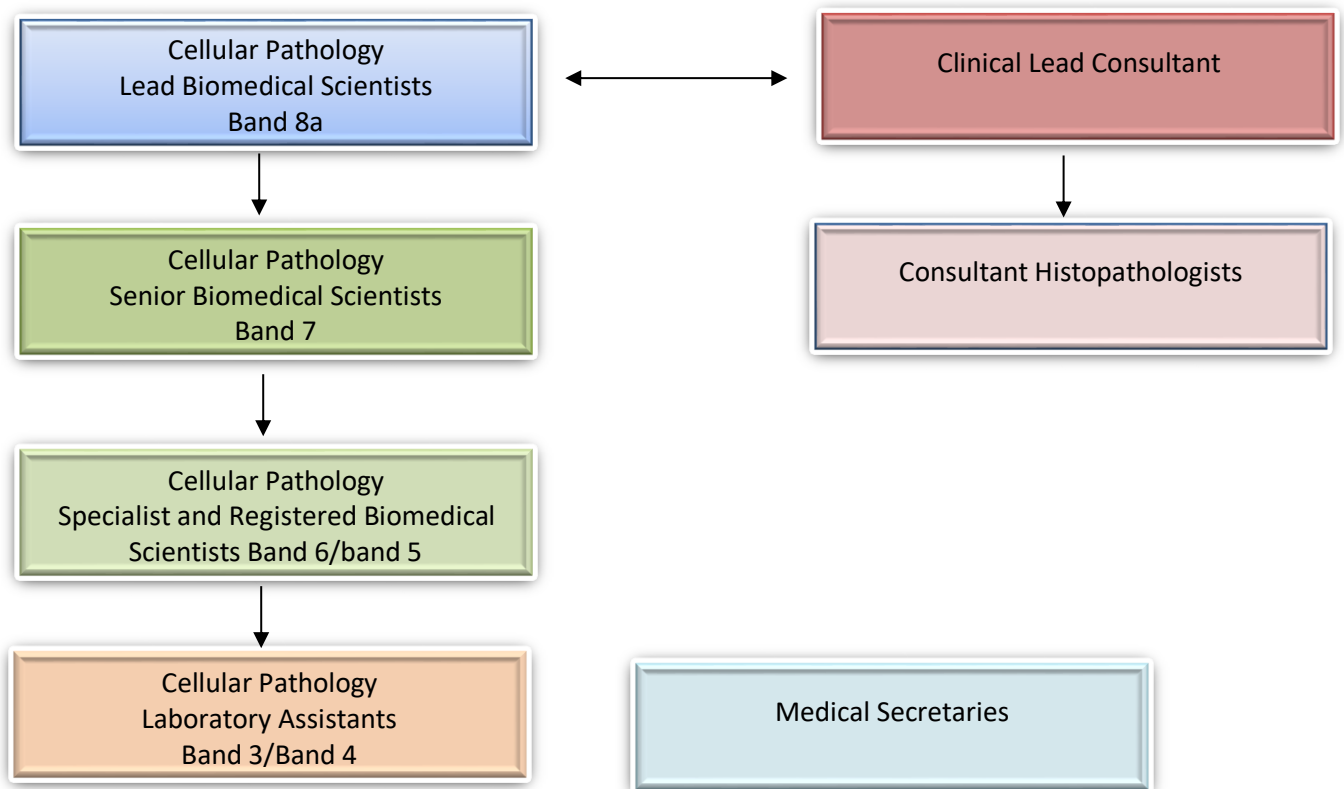
To work as part of a team in the Cellular Pathology Department, performing a wide range of routine and non-routine clinical, scientific or technical procedures usually under the direction of an appropriately regulated practitioner.

The individual will be expected to apply judgement, and utilise skills and scientific knowledge, to provide a high quality and timely result service. As a non-HCPC registered position the post holder will not authorise results, nor take responsibility for results issued.

Key Working Relationships

All Cellular Pathology personnel, including Consultant Histopathologists, Specialist Registrars, Biomedical Scientists of all levels, Medical Laboratory Assistants, and the Administrative Personnel. To liaise with all external departments and suppliers as required, in particular the send-away providers

Laboratory Structure Chart



Main Duties and Responsibilities

Communication

- Attend and actively participate in all appropriate departmental meetings, including the daily huddles.
- Communicate relevant information to the team e.g. staff hand over.
- Liaise between laboratory staff & users of the service and deal with telephone enquiries from users, patients and other members of staff in a polite and supportive manner, seeking scientific staff advice where required.
- Ensure compliance with Data Protection/GDPR and Caldicott principles relating to the use and storage of patient information.
- Competent in the use of the LIMS and Tracking System according to authorised guidelines and protocols, including registration, verification of data, input of data and results through relevant authorisation processes.
- Achieve and maintain competency in the use of all appropriate departmental IT systems e.g. Laboratory Quality Management System
- Involvement in the audit of data held on Pathology LIMS as directed by senior members of the team, e.g. Quality Lead.
- Competent in the use of the Laboratory Specimen Tracking Systems for all authorised processes.

- Use Trust-wide HIS IT System(s) as appropriate, whilst adhering to Trust policies, guidelines and procedures.
- Using IT skills, including basic Word Processing skills, to review SOPs and other appropriate documentation and requested by senior team members.

Service Delivery and Improvement

- Participate in the receipt, registration and preparation of patient specimens as required.
- Achieve an appropriate and required level of competence in assisting, under supervision, in the provision of routine analysis of patient specimens and to undertake manual and automated laboratory investigations as required.
- Check samples before processing for identification status and suitability for diagnostic investigations, referring to a BMS when necessary.
- Prepare samples making decisions from a range of options on the type of process to be used e.g. fixation, wet preparations, referral to another area of Pathology if appropriate.
- Undertakes duties that are consistent with the responsibilities of the role and needs of the service, including internal job rotation and absence cover.
- Ensure the continual and efficient smooth operation of the service with reverence to Senior staff members as required.
- Perform routine maintenance on laboratory instrumentation to a high standard and first-line troubleshooting of malfunctions following training and competency assessment.
- Provide routine & non-routine preparation / analysis of specimens using diagnostic procedures in accordance with Departmental Policy and Standard Operating Procedures.
- Know the limits of own practice and raise uncertainties with the appropriate senior team member.
- Identify any shortcomings and ensure that appropriate remedial actions are taken, referring to a senior team member as required e.g. prepare laboratory reagents as required and to report on any deficiencies.
- Undertake with appropriate care the exposure to body fluids and tissues, including urine, body cavity fluids and CSF samples.
- Undertake with appropriate care the exposure to, and transport of, harmful chemicals including carcinogens, which must be dealt with under COSHH regulations.
- Reports anomalies to senior staff
- Maintains reagents, stock solutions and laboratory disinfectants as required.
- Help maintain the filing system of blocks and slides.
- Participate in agreed research and development projects undertaken by the laboratory.
- Participate in the evaluation of new equipment and methodologies as required and directed by the Head BMS.

People Management and Development

- Contribute to developing the service ensuring adherence to best practice, safe delivery, efficient and cost-effective.
- Contribute to the internal audit programmes and required corrective actions as directed by senior team members.
- Ensure compliance with the Department's Quality Policy and Quality Manual and ensure that a high standard of work is maintained at all times.

- Work cohesively with the Departmental Quality Lead and the Pathology Quality and Governance Manager and other laboratory team members, to actively support departmental participation in both Internal and External Quality Assurance programmes as directed.
- Ensure on-going compliance with UKAS ISO15189 accreditation and quality standards, audits, policies and procedures to enable the department to gain and maintain full accreditation as directed by senior staff.
- Work as part of a cohesive team and liaise with Medical Laboratory Assistants, Biomedical Scientists, Clerical & Medical Staff within the Pathology Department in a professional manner at all times.
- Assist in the training of junior and new laboratory personnel to perform tasks as directed by the Head BMS or Departmental Training Lead Senior Specialist BMS.
- Under the guidance of the senior team, including the Lead BMS and Departmental Training Lead Senior Specialist BMS, support the training of less experienced staff as appropriate.
- Participate in the Staff Induction Day and ensure all Mandatory Training is maintained as required.
- Develop and improve expertise where necessary
- Comply with the Departmental Training Programme and undergo training and competency completion as required according to the needs of the service in accordance with the Lead BMS.
- Maintain high standards of laboratory safety ensuring the Health & Safety of self, other staff and visitors
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Actively participate in the Trust's Appraisal System Review and Personal Development Planning process in accordance with Trust Policy.

Patient Care Delivery

- Ensure the continual and efficient smooth operation of the service with reference to senior team members as required.
- Actively contribute towards Western Sussex Hospitals NHS Foundation Trust corporate objectives, divisional and departmental delivery plans.
- Undertake work management, under the supervision of senior team members as required, to ensure that reporting of results is conducted in accordance with the agreed protocols and timeframes.
- Undertake duties that are consistent with the responsibilities of the role and needs of the service, including internal job rotation and absence cover.
- Liaise between laboratory staff & users of the service and deal with telephone enquiries from users, patients and other members of staff in a polite and helpful manner, seeking senior staff advice where required.
- Work with other laboratory team members to ensure on-going compliance with UKAS ISO15189 accreditation standards, audits, policies and procedures to enable the department to gain and maintain full accreditation.
- Ensure that the arrangements for the security of buildings, equipment and chemicals are carried out in accordance with laboratory policy.
- Promote the Trust Vision "We Care" and the "Patient First" programme.

Learning and Development



- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.

- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	<p>There is a general requirement to be able to lift approx. 15Kg of various materials, such as containers of reagents – although this is usually infrequent.</p> <p>There can be long periods of time standing and/or sitting throughout the working day – but there are appropriately timed breaks.</p> <p>There should not be a requirement for working in confined or awkward spaces, although some areas off to the side of the main open-plan area of the laboratory are not spacious.</p>
Emotional	<p>This is not a patient facing department and therefore levels of emotional effort are considered to be minimal – although we do work predominantly with cancer samples and therefore some level of emotional effort is required.</p>
Mental	<p>There is a high level of concentration required throughout the Cellular Pathology Laboratory, as a result background noise must be kept to a minimum – please note working conditions below.</p> <p>Many of the routine procedures involve handling sharp implements (such as disposable blades) and good hand-eye coordination is essential.</p> <p>This is a busy department and there can be many interruptions to the workflow that require flexibility and the need to meet important deadlines for patient treatment decisions.</p>
Working Conditions	<p>The Cellular Pathology laboratory deals with large numbers of human tissue samples that any member of the department may come into contact with.</p> <p>There is a wide range of reagents & chemicals used during the processing of the above samples, some of which can cause some irritation – appropriate PPE (personal protective equipment) is provided together with required competency training.</p> <p>There are numerous pieces of equipment & machinery that can be noisy, however, in general the levels are minimal.</p> <p>Health & Safety is a key priority at all times.</p>

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/ Qualifications	GCSE Maths minimum Grade C or equivalent	(AF) & (I)	NV	(AF) & (I)
	GCSE English minimum Grade C or equivalent	(AF) & (I)		(AF) & (I)
Skills	Demonstrable ability to work to strict standards of quality and safety.	(AF) & (I)	Experience using relevant laboratory instrumentation utilised within the department.	(AF) & (I)
	Demonstrable ability to undertake tasks requiring good hand-eye coordination.	(AF) & (I)		
	Experience of manning reception and fielding telephone calls.	(AF) & (I)		
	Experience of dealing with sensitive information and data and of providing confidential and sometimes distressing information to patients.	(AF) & (I)		
	Able to write legibly	(AF) & (I)		
	Proven team-worker	(AF) & (I)		
	Confident telephone manner	(AF) & (I)		
	Able to communicate effectively	(AF) & (I)		
	Able to handle technical enquirers from inside or outside of the Trust.	(AF) & (I)		
	Proven ability to concentrate on processes for extended periods.	(AF) & (I)		

	<p>Ability to deal with the requirement for physical effort, potentially for extended periods.</p> <p>Demonstrable computer keyboard skills to a high standard.</p> <p>Ability to work in a manner that is both safe to themselves and others within the laboratory environment.</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>	<p>(AF) & (I)</p> <p>(AF) & (I)</p> <p>(AF) & (I)</p> <p>(I)</p>		
People Management and Development	<p>Proven ability to work as part of a team.</p> <p>Proven ability to work accurately under pressure.</p> <p>Demonstrable ability to communicate well – both written & oral.</p> <p>Demonstrates behaviours and attitudes that supports the Trust's Vision of "We Care" by being:</p> <ul style="list-style-type: none"> ○ Kind ○ Friendly ○ Respectful ○ Professional ○ Compassionate ○ Inclusion ○ A Team 	<p>(AF) & (I)</p> <p>(AF) & (I)</p> <p>(AF) & (I)</p> <p>(AF) & (I)</p>	<p>Demonstrable ability to relate to colleagues in an effective & positive manner on routine matters.</p>	<p>(AF) & (I)</p> <p>(AF) & (I)</p>
Equality, Diversity, and Inclusion	<p>Evidence of having championed diversity in previous roles (as appropriate to role).</p>	<p>(I)</p>		
Specific Requirements	<p>Demonstrable knowledge of Trust values and how they relate to colleagues, users and patients.</p> <p>Demonstrate knowledge of Patient First principles</p>	<p>(AF) & (I)</p> <p>(AF) & (I)</p>	<p>Demonstrable awareness of the importance of providing a cost-effective quality service to our Users and Patients.</p>	<p>(AF) & (I)</p>

	Demonstrable awareness of the importance of Trust policies and the provision of a high quality service.	(AF) & (I)	Ability to use a Pathology LIMS (Laboratory Information Management System).	(AF) & (I)
	Demonstrable abilities to use IT, including Windows-based software – in particular Word and Excel.	(AF) & (I)	Ability to utilise a HIS (Hospital Information System) and a computerised quality management system such as Q-Pulse.	(AF) & (I)
	Ability to understand the fundamentals of data quality, data protection and the confidential use of patient information.	(AF) & (I)	Ability to use a Laboratory Specimen Tracking System.	(AF) & (I)
			Experience of participating in the testing of equipment.	(AF) & (I)
			Experience of conducting audits	(AF) & (I)
Freedom to Act	Be self-motivated with a positive outlook.	(AF) & (I)		
	Flexible approach	(AF) & (I)		
	Proven ability to multi-task whilst under pressure.	(AF) & (I)		
	Demonstrates behaviours and attitudes that supports the Trust's Vision of "We Care" by showing: <ul style="list-style-type: none"> o Communication o Compassion o Respect o Inclusion o Teamwork o Professionalism 	(AF) & (I)		