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## PHLEBOTOMIST PERSON SPECIFICATION & JOB DESCRIPTION

### PHLEBOTOMIST GENERAL PRACTICE SPECIALIST ASSOCIATE (PGPSA) JOB SUMMARY

Working under the direct supervision of the senior practice nurse and strictly in accordance with specific practice guidelines and protocols and within the scope of their practice, the post-holder will be responsible for performing venepuncture, as requested by the clinical team, to the entitled patient population. In addition, the phlebotomist will be expected to support the nursing team.

### PGPSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIRABLE
NVQ Level 2 in Health and Social Care or equivalent.		?
Phlebotomy accredited.	?	
SKILLS AND KNOWLEDGE	ESSENTIAL	DESIRABLE
Great communication skills.	?	
Customer Service skills/ service user focussed.	?	
Ability to work as part of a team.	?	
Computer skills.	?	
Organisational skills.	?	
Effective time management skills.	?	
Confident around other Health Professionals.	?	
Great communication skills.	?	
Knowledge of community development approaches.		?
Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports.	?	
Knowledge of motivational coaching and interview skills.		?
Knowledge of VCSE and community services in the PCN.		?
EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working directly in a phlebotomist role, adult health and social care, learning support or public health/health improvement (including unpaid work).	?	
Experience working within primary care.		?

Demonstrates an understanding of Clinical Governance skill.		?
Health and Safety Awareness.		?
Basic first aid knowledge.		?
Basic knowledge about Blood Borne Diseases.		?
<b>PERSONAL ATTRIBUTES AND QUALITIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Ability to listen, empathise with people and provide person centred support in a non-judgemental way.	?	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity.	?	
Adaptable to change.	?	
Commitment to reducing health inequalities and proactively working to reach people in all communities.	?	
Able to support people in a way that inspires trust and confidence, motivating others to reach their potential.	?	
Able to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders.	?	
Ability to identify risk and assess/manage risk when working with individuals.	?	
Ability to maintain effective working relationships and to promote collaborative practice with all colleagues.	?	
Demonstrates personal accountability, emotional resilience and works well under pressure.	?	
Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.	?	
High level of written and oral communication skills.	?	
Ability to work flexibly within a team or on own initiative.	?	
Full UK Driving license and own transport.		?

## DUTIES AND RESPONSIBILITIES

The following are the core responsibilities of the phlebotomist. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- Obtaining patient consent for the collection of a blood sample(s).
- Performing venepuncture in accordance with practice protocols.
- Maintaining accurate patient records.
- The correct labelling, packaging, and storing of (various) samples.
- Effective use of the specimen log, resolving any discrepancies.
- Ensuring samples are sent to the laboratory in a timely manner.
- Maintaining an effective liaison with the laboratory staff.
- Working collaboratively with the nursing team, seeking guidance when necessary for patient related matters.
- Participate in practice audit as directed by the audit lead.
- Participate in local initiatives to enhance service delivery and patient care.

- Support and participate in shared learning within the practice.
- Complete opening and closing procedures in accordance with the duty rota.
- Re-stocking clinical rooms.
- Ordering useable.

### **CARE MANAGEMENT**

- Communicate confidential and sensitive information to service users, relatives, and carers in relation to their condition.
- To monitor and meet care outcomes against standards and recommend or initiate changes as necessary.

### **HEALTH IMPROVEMENT**

- Management of health screening programmes and ensures other team members are aware of health priorities and screening objectives and programmes.
- Innovation to meet ongoing demands on the delivery of care.
- Improve health outcomes by introducing new developments and can demonstrate them as reports and presentations where appropriate.
- Support practitioners in reporting the population to promote health improvement and disease prevention.

### **ADMINISTRATION AND PROFESSIONAL RESPONSIBILITIES**

- Produce accurate, contemporaneous, and complete records of service user consultations, consistent with legislation, policies, and procedures.
- Participate in the administrative and professional responsibilities.
- Accurate and legible notes of all consultations and treatments are recorded in the service user's notes.
- Ensure accurate completion of all necessary documentation associated with service user health care and registration.
- Restocking and maintenance of clinical areas and consulting rooms.
- Attend GPS mobilisation meetings.

### **TRAINING AND PERSONAL DEVELOPMENT**

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.
- Training needs will be monitored by yearly appraisal and will be in accordance with GPS requirements. Personal development will be encouraged and supported by GPS.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.
- Develop and maintain a Personal Learning Plan.
- Regularly participate in clinical supervision.

## **LEADERSHIP – PERSONAL AND PEOPLE DEVELOPMENT**

- Support worker development to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Maintain effective communication and active involvement in the planning and processes of practice-based commissioning or similar initiatives.

## **CONFIDENTIALITY**

In the course of seeking treatment, service users entrust professionals with, or allow them to gather, sensitive information in relation to their health and other matters.

- Comply with Legislation with regards to data protection act and ensure confidentiality is always maintained.
- The PGPSA must regard all information relating to service users and their carers, and other healthcare workers (as well as information relating to the practice as a business organisation) as strictly confidential.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the client provider / GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality, data protection legislation and the protection of personal and sensitive data, as well as other related healthcare legislation (e.g. the NHS Confidentiality Code of Practice).

## **HEALTH & SAFETY**

The PGPSA will comply with policies, procedures and clinical guidelines for oneself and others. This includes but not limited to:

- Identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised.
- Identifying issues and hazards / risks in relation to other work areas within the business.
- Awareness of national standards of infection control and cleanliness, as well as ownership of infection control and clinically based care protocols and implementing them.
- Active observation of current working practices across the client provider in relation to infection control, cleanliness, and related activities, ensuring that procedures are followed, and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities, raising them with appropriate management and managing those risks across clinical and patient processes.
- Safe management of sharps procedures, including training, use, storage, and disposal.
- Keeping own work areas and general / patient areas generally clean, sterile, assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other managers.
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Routine management of own team / team areas, and maintenance of workspace standards:

- Waste management, including collection, handling, segregation, container management, storage, and collection.
- Spillage control procedures, management, and training.
- Decontamination control procedures, management and training, and equipment maintenance.

### **EQUALITY AND DIVERSITY**

The PGPSA will support the equality, diversity and rights of service users, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of service users, carers and colleagues.
- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- Support people who need assistance in exercising their rights.

### **QUALITY**

The PGPSA will strive to maintain quality and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet service user needs.
- Effectively manage own time, workload, and resources.

### **COMMUNICATION**

The PGPSA should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate.

### **CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES**

The PGPSA will:

- Apply policies, standards, and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

LRD: October 2022