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| **Job Title:** | **Phlebotomist** |
| **Reporting To:** | **Lead Nurse** |
| **Direct Reports:** | **N/a** |
| **1. Job Role / Purpose:** |
| Working in accordance with specific practice guidelines and protocols, you will be responsible for performing venepuncture to obtain blood samples from patients only as the result of a direct referral from a GP or nurse practitioner. |
| **2. Key Duties & Responsibilities:** |
| * Ensuring that the patient is as comfortable and relaxed as possible and confirming their agreement to the collection of a blood sample
* Collection of sample(s) of blood in accordance with training and procedures
* Ensuring samples are stored in appropriate containers
* Accurate, legible labelling of all samples to confirm patient identity
* Checking patient identification against GP/nurse request
* Recording collection of blood sample in patient record in accordance with practice procedure
* Ensuring that samples are dispatched to the appropriate laboratories in a timely fashion
* Ensuring that anomalies are reported to a senior member of staff
* Notifying the GP/nurse of any significant patient issues
* Liaising with and assisting members of the administrative team

**Other Duties*** Assisting the Clinical team
* Processing and management of laboratory samples requested by GPs/Nurses
* Sterilising, cleansing and maintenance of surgical equipment (all disposable)
* Undertaking administrative tasks as required by the practice.
* Helping to raise awareness of health and well-being and how it can be promoted
* Assisting with the collection and collation of data on needs and well-being
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| **3. Other Responsibilities** |
| **Health and Safety*** To comply with the Health and Safety at Work etc. Act 1974.
* To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

**Equality and Diversity*** To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.

**Risk Management and Clinical Governance*** To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

**Confidentiality*** To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

**Safeguarding*** Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

**Professional development*** The post holder will participate in any training programme implemented by the practice as part of this employment
* To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

**General*** To undertake any other duties commensurate with the role, within the bounds of their own competence as guided by the attached management framework.
* To work across the various SHP sites as required.
* In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

**SHP Vision Statement:** To be the most respected Primary Care provider in the Birmingham and Solihull Region.**Mission Statement:****S**ustainable Primary Care services that meet the needs of our patients and commissioners.**H**ave a united, strong and financially viable organisation.**P**ractice of choice for our patients and the employer of choice for our people. |

**PERSON SPECIFICATION**

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|  | **Essential /Desirable** | **Shortlisting** |
| **Qualifications** |  |  |
| GCSE grade A to C in English and Maths | E | A |
| NVQ Level 3 in Health & Social Care (Healthcare qualification) or equivalent level  | E | A |
| Phlebotomy certification | E | A |
| **Experience** |  |  |
| Experience of working with the general public | E | A/I |
| Experience of working in a healthcare setting | E | A/I |
| Experience of working with vulnerable patients | E | A/I |
| **Skills/Knowledge** |  |  |
| Able to explain procedures to patients carefully and methodically | E | A/I |
| Empathetic able to put patients at ease | E |  |
| Understand current guidance on infection control | E | A/I |
| Ability to follow clinical policy and procedure | E | A/I |
| Competent in the use of patient record management systems: EMIS / SystmOne | E | A |
| Ability to work as a team member and autonomously | E | A/I |
| Excellent communication (oral & written) | E | A/I |
| Good interpersonal skills | E | A/I |
| **Other** |  |  |
| Flexibility to meet the needs of the business | E | I |
| Able to travel to all SHP sites | E | I |
| DBS required | E | - |