

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

JOB DETAILS

Job Title:	Laboratory Technical Officer
Pay Band:	Agenda for Change Band 3
Department:	Medical Biochemistry and Immunology
Directorate:	Medical Biochemistry and Immunology
Clinical Board:	CD&T
Base:	UHW

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Laboratory Service Manager (Managerially)
Reports to:	Lead Biomedical Scientist (Reporting)
Professionally Responsible to:	Laboratory Service Manager (Managerially)

Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.



JOB SUMMARY/JOB PURPOSE

To assist Scientific staff within the Departments of Haematology, Medical Biochemistry, & Immunology to provide a quality analytical service, while working as part of a team undertaking analysis of biological samples.

This will include:

- Preparation and analysis of samples of biological samples
- Basic instrument maintenance and quality checking of processes
- Clerical support to the laboratory staff.

The duties are wide ranging including, technical clinical, general office work, and typing and are undertaken under both direct and indirect supervision by Biomedical Scientist – which may be cross site

DUTIES AND RESPONSIBILITIES

Principle Duties

- To perform basic clinical, technical or scientific laboratory tasks taking responsibility for the completion of tasks and applying the post holder's knowledge, ensuring that results are obtained in an efficient and timely manner.
- To undertake daily maintenance of analytical equipment, and to run Quality Control procedures within the remit of Standard Operating Protocols.
- Accurately records analytical results in the laboratory information system, and refers them to registered practitioners for authorisation and release
- Accurately records quality control sample results in the laboratory information system, and refers them to registered practitioners for approval
- To undertake appropriate duties under the remote supervision of qualified and experienced Biomedical Scientists in the analytical areas of Biochemistry and Haematology
- Communicates results requiring validation to biomedical scientists to facilitate timely reporting
- Undertake data entry of blood tests requests into the laboratory information system.
- To receive, check and prepare patient samples for analysis. Identify incorrectly labeled samples and inform appropriate member of staff
- Follow procedures, protocols and directives as required to provide a high quality laboratory service and refer problems to qualified staff
- .
- The printing and dispatching of laboratory reports, filing and other basic clerical and administrative duties.
- Assists Senior laboratory staff with the organization and monitoring of stock control within the laboratories and point of Care ward locations.

- Uses the laboratory information system to look up and give out patient results as requested over the telephone to medically qualified hospital staff, general practitioners and other agreed persons.
- Monitor and undertake daily basic maintenance procedures of laboratory equipment.
- Observes patient confidentiality at all times in accordance with UHB policies.
- Provides limited cover for the other Clerical staff during annual leave and sickness in relation to telephone enquires.
- Maintains a clean and tidy work space and works safely at all times, abiding by current H&S requirements, protecting him/herself and others from the enhanced risks associated with the handling of human body fluids, waste material and dangerous chemicals
- Decontamination of laboratory working areas and equipment following sample or reagent spillages in accordance with Health and Safety procedures.
- Initiates reflex testing according to Standard Operating Protocols – this may involve transferring work across sites
- Frontline trouble shoot Point of Care blood gas analysis with advice from Biomedical Scientist

Other Duties

- Takes and deals with all general telephone enquiries for the Department within own limits of responsibility. Uses initiative when dealing with difficult calls. Refers calls to other appropriate members of staff as and when necessary.
- Sorts and distributes incoming specimens from external locations within the Medical Biochemistry Department.
- Monitors laboratory stationery stocks and advises Senior BMS when any are running low.
- Attends and participates in staff and section meetings when required.
- Keeps up to date with mandatory training as and when necessary.
- To engage in ongoing training to meet the needs of the service.
- To promote a safe and harmonious working environment.
- To keep the laboratory clean and tidy at all times.
- To participate in shift working rotas as appropriate
- To play an active role in the training and supervision of junior/new members of the team.
- Will undergo an annual Personal Development Review and prepare a Personal Development Plan incorporating CPD
- Attends meetings, seminars, tutorials and courses as part of ongoing training and education as necessary as part of CPD/KSF.
-
- To maintain high standards of appearance and punctuality.
- To follow statutory and mandatory Health and Safety Regulations.

- To work flexible hours to meet the needs of the service including shift working.
- To follow the Policies of the Health Board
- To perform any other duties commensurate with the post by mutual consent.

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices,

protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the

discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.

- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared: 3/5/2022

Prepared By: N Roberts

Date Reviewed: 3/5/2022

Reviewed By: N Roberts/A Roderick

**PERSON SPECIFICATION
CARDIFF AND VALE UNIVERSITY HEALTH BOARD**

Job Title:	Laboratory Technical Officer	Department:	Medical Biochemistry and Immunology
Band:	AFC Band 3	Clinical Board:	CD&T
Base:	UHW		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
--	-----------	-----------	----------------------

QUALIFICATIONS	<p>NVQ Level 3 or Equivalent (E.G 2 A levels and or ONC – in a science related subject)</p> <p>Good standard of education to GCSE level (including English Language)</p>	<p>Higher National Certificate in Med Lab Sciences or an applied Biological Science</p>	<p>Application Form</p> <p>Certification</p>
EXPERIENCE	<p>Previous experience in a hospital laboratory environment including sample preparation/handling environments</p> <p>Proven ability to work as a team member within a laboratory area</p>	<p>Previous laboratory medicine experience</p> <p>Dealing with the public Hospital/Community GP experience</p> <p>Participation in working unsocial hours/shifts</p>	<p>Interview / References / Application Form</p>
SKILLS	<p>Keyboard skills</p> <p>Accurate data entry</p> <p>Word Processing skills</p> <p>Able to communicate effectively with patients and staff – verbal and written</p>	<p>Ability to prioritise work</p> <p>Time management</p> <p>Good laboratory techniques</p>	<p>Application Form</p> <p>Interview / References</p>
SPECIAL KNOWLEDGE	<p>Knowledge of a range of computer software programs and databases</p> <p>Administrative skills.</p> <p>Knowledge of the UHB Laboratory Information system</p>	<p>Health and Safety awareness, use of “Sharps” and disposal of waste.</p> <p>Infection control</p> <p>Basic medical terminology</p> <p>Microsoft Office Applications.</p>	<p>Interview / References / Application Form</p>
PERSONAL QUALITIES <i>(Demonstrable)</i>	<p>Flexible and adaptable to change</p> <p>Motivated</p> <p>Good interpersonal skills</p>	<p>Interest in patient care</p> <p>General laboratory skills including pipetting and analyzer operation</p> <p>Ability to multi task</p>	<p>Interview / References / Application Form</p>

	Confidentiality Organizational skills Excellent communication skills. Neat and tidy appearance Courteous Punctual and reliable Conscientious	Ability to achieve set targets within a specified timeframe	
OTHER <i>(Please Specify)</i>	Enthusiastic team player Willingness to work shifts and at weekends		Interview Document Check* References

Date Prepared:	3/5/2022	Prepared By:	N Roberts
Date Reviewed:	3/5/2022	Reviewed By:	N Roberts