

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09396

JOB DETAILS

Job Title:	Medical Laboratory Assistant
Pay Band:	Band 2
Department:	Medical Biochemistry and Immunology/ Specimen Reception
Directorate:	Laboratory Medicine
Clinical Board:	CD&T
Base:	UHW/UHL

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Specimen Reception Service Manager
Reports to:	Specimen Reception Supervisor
Professionally Responsible to:	Medical Biochemistry and Immunology Service Manager

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. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things
We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

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

The Primary function of Specimen Reception is to support the Medical Biochemistry and Immunology/Haematology analytical laboratory services. Specimen Reception receives a range of specimens for a wide variety of clinical investigations. The Medical Laboratory Assistants are involved in the receipt and checking of specimens, entry of patient and sample details into the laboratory information system, pre-analytical sample preparation and answering general telephone inquiries.

The laboratory provides a 24 hour 365 day service and is a UKAS ISO 15189:2012 accredited laboratory. Medical Laboratory Assistants play an essential role in the delivery of the laboratory service.

DUTIES AND RESPONSIBILITIES

1. To receive, check and distribute samples for analysis received by Specimen Reception
2. Complete patient identity checks and to inform supervisor of any discrepancies in labelling
3. Barcode specimens/forms and enrol requests into the Laboratory Information System for tests as required
4. Complete any additional pre-analytical, analytical and post-analytical duties as required e.g. centrifugation and freezing
5. Follow procedures, protocols and directives as required to provide a high quality laboratory service
6. To transport specimens to analytical areas as required
7. To undertake appropriate duties under supervision of qualified and experienced Biomedical Scientists in the analytical areas of Biochemistry and Haematology
8. To complete a rotation of the specialist areas within the Biochemistry/Immunology and Haematology
9. To complete in-house induction, training and competence assessment programmes as required to acquire routine Healthcare Science knowledge
10. To answer telephone enquiries and to liaise with a wide spectrum of healthcare professionals from consultants to porters
11. To operate the Department Security Access System
12. Monitor and undertake daily basic maintenance procedures of laboratory equipment
13. The printing and despatching of laboratory reports, filing and other basic clerical and administrative duties
14. To maintain the confidentiality of members of the public and members of staff in accordance of UHB policies

15. To attend and participate meetings when required
16. To complete UHB mandatory training requirements
17. To promote a safe and harmonious working environment
18. To keep the laboratory clean and tidy at all times
19. To participate in working rotas as required
20. To play an active role in the training and supervision of new members of the specimen reception team
21. To maintain high standards of appearance, punctuality and professionalism
22. To follow statutory, mandatory and Health and Safety requirements
23. To work flexible hours to meet the needs of the service including extended days, weekends and Bank Holidays. Participate in the 24 hour shift system at UHW
24. To follow the Policies of the Health Board
25. 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: 03/03/20

Prepared By: Laura Nykain

Date Reviewed:

Reviewed By:

CAJE Reference:
RWM/2020/0119



CAJE Reference:
RWM/2020/0119

PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Medical Laboratory Assistant	Department:	Medical Biochemistry and Immunology/ Specimen Reception
Band:	Band 2	Clinical Board:	CD&T
Base:	UHW/UHL		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Good General Education		Application Form Certificate Check
EXPERIENCE	Team Working Ability to work under pressure	NHS experience Dealing with the public Participation in working unsocial hours/shifts	Application Form Interview References
SKILLS	Keyboard Skills Accurate Data entry Able to communicate effectively with patients and staff- verbal and written Ability to perform repetitive tasks	Ability to prioritise work	Application Form Interview References
SPECIAL KNOWLEDGE		Basic Health and Safety awareness Basic medical terminology Knowledge and understanding of the values of Cardiff and Vale UHB	Application Form Interview References
PERSONAL QUALITIES <i>(Demonstrable)</i>	Sympathetic/understanding Flexible approach to work Good interpersonal skills Neat and tidy appearance Courteous Punctual and reliable	Interested in patient care	Application Form Interview References

CAJE Reference:
RWM/2020/0119

	Conscientious		
OTHER <i>(Please Specify)</i>	Participation in working shifts including nights and weekends Travel between UHW/UHL site as required	Welsh speaker	Interview Document Check*

Date Prepared:	03/03/20	Prepared By:	Laura Nykain
Date Reviewed:		Reviewed By:	