JOB DESCRIPTION & PERSON SPECIFICATION

SENIOR PHLEBOTOMIST
0.20WTE (8 hours)
Indefinite contract
JOB DESCRIPTION

TITLE: Senior Phlebotomist

REPORTING TO: Co-ordinator of Complementary and Creative Arts Therapy Service

SALARY SCALE: Senior Phlebotomist €33,701 - €42,363 per annum pro rata

HOLIDAYS: 24 days per annum pro rata

HEALTH: A candidate for and any person holding the office must be free from any defect or disease which would render him/her unsuitable to hold the office and be in a state of health as would indicate a reasonable prospect of ability to attend regular and provide efficient service.

CHARACTER: A candidate for and any person holding the office must be of good character.

HOURS OF WORK: 8 hours per week. Details of starting and finishing times, which may vary in accordance with Hospice needs, will be notified to you by your Head of Department/Deputy. There will be times when you will be required to work outside of the normal office hours.

WORKING WEEK: Will be determined by Head of Department or his/her nominee

ETHICAL CODE: The post holder is required to respect the special charisma, ethos and tradition of Our Lady’s Hospice & Care Services and to observe and comply with its general policies, procedures and regulations.

CONFIDENTIALITY: The successful candidate will have access to various types of records/information in the course of their work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other Hospital business be divulged or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

JOB PURPOSE To provide a full range of phlebotomy services to inpatient, outpatient and residential services in Our Lady’s Hospice & Care Services. All duties must be carried out in accordance with Hospice Policy and Statutory Standards.
DUTIES AND RESPONSIBILITIES

Clinical responsibilities

- Obtain blood specimens by performing venepunctures in line with blood processing and handling procedures.
- To promote a person centred approach to care,
- To interact directly with patients to obtain and verify information for laboratory records.
- To explain procedures, allay fears, elicit co-operation and consent.
- Ensure that patient confidentiality is respected and maintained at all times.
- To participate and /or initiate audit activities that ensures quality and or quality improvement initiatives relevant to the service.

Organisational Responsibilities

- To perform Phlebotomy procedures and techniques for patients as requested in Our Lady’s Hospice & Care Services.
- Carry out all tasks within clinical and patient care regulations, policies, procedures and standards.
- Manage supplies, equipment and stock ordering and rotation.
- Contribute to the development of Phlebotomy policy, procedures and standards as a member of the Phlebotomy Team.
- Ensure that documentation is concise, accurate and in accordance with the requirements of Our Lady’s Hospice & Care Services Phlebotomy Service and any other statutory legislation requirements.
- To ensure that the service is cost effective, efficient and makes the best use of available resources

Education and Self Development:

- Participate in mandatory training programmes,
- Continuously develop a knowledge base at an advanced level to improve the quality and standard of the phlebotomy service delivery in OLH&CS,
- Take responsibility for, and keep up to date with Phlebotomy practice by participating in continuing professional development,
- Monitor and keep up-to-date with developments in the practice of Phlebotomy and all other relevant healthcare matters to ensure maintenance of knowledge and skill base in order to facilitate contemporary professional practice,
- Engage in personal development planning and performance review for self and others as required.
Health & Safety

- Develop and monitor implementation of agreed policies, procedures and safe professional practice by adhering to relevant legislation, regulations and standards.
- Ensure the safety of self and others, and the maintenance of safe environments and equipment used in the Phlebotomy Department in accordance with legislation.
- Assess and manage risk in their assigned area of responsibility, identifying and implementing appropriate controls to manage and minimise risk.
- Take appropriate timely action to manage any incidents or near misses within their assigned area.
- Report immediately any accidents or incidents involving patients, staff, or members of the public to the Head of Department.
- Comply with Health and Safety responsibilities relevant to their area as outlined in Our Lady’s Hospice and Care Services policies, protocols and procedures.
- Take reasonable care to protect her / his own safety, health and welfare and that of any other person who may be affected by her / his acts or omissions at work.

General:

- Adhere to Our Lady’s Hospice & Care Services, policies, practices and procedures at all times.
- Present and act at all times in a professional manner appropriate to the position and the ethos of Our Lady’s Hospice & Care Services.
- Ensure confidentiality in all matters of information obtained during the course of employment.
- To be involved in the induction and training of newly appointed staff.
- Provide mentoring /training to staff and students when required.
- To attend and participate in meetings and events as may be required from time to time assigned to him/her.

Information Technology:

- To assist in ensuring that the Phlebotomy Team make the most effective and efficient use of developments in information technology for both patient care and administrative support, in a manner which integrates well with systems throughout the organisation.

Garda Vetting

Arrangements have been introduced, on a national level, for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. Each candidate will be required to complete a Garda Vetting form.

The post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time, and to contribute to the development of the post while in office. This job description will be subject to review in the light of changing circumstances. It is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.
## PERSON SPECIFICATION

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<th>Essential</th>
<th>Desirable</th>
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| **Qualifications** | • National Certificate in Phlebotomy or equivalent.  
  Or  
  • Nursing qualification with Phlebotomy training. |           |
| **Experience**  | • Minimum of 3 years working in a similar post.  
  • Must have clinical/scientific, technical and administrative capacity to fulfil the functions of the role.  
  • Experience of working with medically frail people.  
  • Experience of Multi-Disciplinary Team working.  
  • Ability to use work based technology systems. |           |
## Core Competencies

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| **Professional Knowledge & Skills** | • Demonstrate ability to perform all Phlebotomy procedures requested by medical staff.  
• Demonstrate an ability to apply knowledge in a safe, effective and timely way at all times.  
• Demonstrate awareness and appreciation of the service user including evidence of the ability to empathise with and treat patients, relatives and colleagues with dignity and respect.  
• Demonstrate familiarity with audit activities in relation to Haemovigilance and the role and responsibilities of the phlebotomist in these processes.  
• Demonstrate commitment to providing a quality service.  
• Demonstrate evidence of computer skills including use of Microsoft word and e-mail. | |
| **Attention to detail**  | • High level of attention to detail  
• Accuracy                                                            |           |
| **Initiative/Teamwork** | • Demonstrate team skills including the ability to work with multi-disciplinary team members.  
• Ability to work as part of a team and alone, with minimum supervision. |           |
| Planning & Organising                  | • Demonstrate evidence of effective planning and organising skills.  
|                                       | • Demonstrate ability to manage deadlines and effectively manage multiple tasks. |
| Organisational Knowledge              | • Understanding of the core values and mission of Our Lady’s Hospice & Care Services  
|                                       | • Demonstrates an interest in the specialities of OLH & CS |
| Interpersonal & Communication Skills  | • Demonstrate excellent command of the English language, numeracy and computer literacy skill  
|                                       | • Demonstrate effective communication and interpersonal skills  
|                                       | • Demonstrate problem solving and decision making skills.  
|                                       | • Ability to communicate at all levels |
| Health & Safety                       | • Thorough knowledge of hygiene and infection prevention in healthcare.  
|                                       | • Demonstrate awareness of Health & Safety standards and policies. |