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| **JOB TITLE**  | **Phlebotomist**  |
| **RESPONSIBLE TO**  | Nurse Manager  |
| **ACCOUNTABLE TO**  | Practice Manager |
| **GRADE**  | **Not AfC** - Band 3 **equivalent** (dependent on experience)  |
| **HOURS** | **Part time (up to 21 hours)**  |

**Job Purpose**

You will make the best use of clinical skills within the practice to promote well-being and maximise health gain for patients and provide a safe, high quality and accessible treatment room service to our registered patients. We value teamwork, mutual support and a friendly working environment.

The ideal candidate will be responsible for drawing blood samples from patients, ensuring proper labelling and handling, and maintaining a clean and safe environment. They will work closely with physicians, nurses, and laboratory staff to provide high-quality patient care.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Care and assessment of practice patients
* Provide a safe, high quality and accessible phlebotomy service to the practice population.
* Perform venipunctures and capillary punctures to obtain blood samples from patients.
* Properly label, store, and prepare specimens for laboratory testing and transportation.
* Verify patient identification and medical records before performing procedures.
* Educate patients on the blood draw process and answer any questions.
* Maintain accurate records of patient interactions and specimen collections.
* Follow infection control and safety protocols to ensure a sterile environment.
* Manage supplies and restock phlebotomy equipment as needed.
* Assist with clerical duties, such as scheduling appointments and updating patient records.
1. Professional
* Ensure infection control guidelines are maintained.
* Communicate effectively with other members of the primary health care team.
* Preserve confidentiality.
* Any other duties considered relevant to the post.
1. Managerial
* Assist patients to identify their health needs.
* Responsible for the maintenance of equipment and stock control.
* Manage and organise individual patient consultations.
* Attend staff meetings.
* Effectively manage own time, workload and resources.
* Preserve confidentiality of information gained at all times.
1. Educational
* Identify personal development and training needs in conjunction with the Nurse Manager.
* Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and or professional development.
1. Health and Safety

The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.
1. Equality and Diversity
* The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:
* Acting in a way that recognizes the importance of peoples rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
1. Safeguarding
* To recognise that promoting the welfare and safeguarding children, young people and adults is everyones business and access training and supervision as appropriate to the role.
* To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
* To ensure concerns are responded to appropriately in line with the organisations Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
1. Personal/Professional Development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development. This may mean study in staff members own time.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Person Specification**

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|  | Essential | Desirable |
| Personal Attributes  |  |  |
| Enjoy working with the public | X |  |
| Friendly and approachable. | X |  |
| Team person | X |  |
| Ability to work efficiently in a fast-paced healthcare environment | X |  |
| Skills  |  |  |
| Excellent interpersonal and communication skills | X |  |
| Able to multitask | X |  |
| Able to work desired times (see timetable) and flexible enough to work extra occasionally | X |  |
| Influencing and assertiveness skills | X |  |
| Knowledge  |  |  |
| Strong knowledge of venipuncture techniques and medical terminology | X |  |
| Strong IT skills, including proficiency in Microsoft Word | X |  |
| Qualifications  |  |  |
| Completion of an accredited phlebotomy training program | X |  |
| Experience  |  |  |
| Experience of working in a Primary Care Setting | X |  |
| Experience using Emis Web |  | X |
| 2 years of NHS experience | X |  |
| Training and Development  |  |  |
| Commitment to ongoing training and development | X |  |

**Disclosure and Barring Service Check**

This post is deemed to require a Disclosure check Enhanced Level with the Disclosure & Barring Service (DBS). This is due to the fact the post has access to children or vulnerable adults. Further information on the disclosure Service is available from [www.disclosure.gov.uk](http://www.disclosure.gov.uk)

This job description is intended as guide to the duties and responsibilities of the post and should not be regarded as a complete list of those required to be fulfilled under the written statement of the main terms and condition of employment.

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with their line manager.

Under the Data Protection Act 1998 and GDPR, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

We expect all of our staff to actively promote equality and diversity and encourage colleagues to do the same. We encourage staff to support a zero tolerance approach to bullying and harassment in all forms, and to lead by example in this area.