

Job Description



North Midlands and Cheshire Pathology Service

Employing Organisation for NMCPs:	UHNM NHS Trust
Division:	Children's, Women's and Diagnostics Division
Job Title:	Anticoagulation Support worker
Band:	3
Work Location:	Macclesfield Hospital and community clinics across Mid and East Cheshire
Managerially accountable to:	Anticoagulation Manager
Professionally accountable to:	Haematology Service Lead Pathology Service Lead
Key Relationships:	Anticoagulation staff (Practitioners/Support workers/supervisors/Manager) Clinical Haematologists Anticoagulation patients Primary Care physicians and staff

Role Summary

To support the scientific & technical work performed by the qualified staff in the Anticoagulation Department. Ensuring that all procedures are undertaken according to laboratory Standard Operating Procedures (SOP's) and the policies and procedures of the department, especially in relation to Health & Safety and Quality. Please note: The job is based within the Pathology Department at Leighton Hospital, but you may be expected to work at Macclesfield Hospital and associated clinics.

Key Areas/Tasks

- To support the anticoagulation team in the provision of the service to all users of the department.
- To perform near patient testing at anticoagulation clinics using INR monitoring devices.
- To telephone dose changes to patients as directed by the anticoagulation manager or other anticoagulation practitioner.
- To input patient referrals on to the DAWN anticoagulation software database.
- To answer telephone calls from patients, GP surgeries and hospital departments and to deal with or refer calls as appropriate.
- To monitor non-attendance using the DAWN anticoagulation software database and distribute letters as appropriate.
- To receive, open and sort departmental mail.

- To perform daily checks for results which have not been transmitted straight to DAWN.
- To maintain the anticoagulation patient filing system.
- To ensure all outstanding work has been processed.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Health and Safety

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Confidentiality

To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

Equality and Diversity

To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

While GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

Sustainability

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Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNH) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the

role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhnm.nhs.uk

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the UHNM Trust's intranet, or alternatively copies can be obtained from UHNM's Human Resources Directorate

Signed Employee	_____	Print	_____	Date	_____
Signed Manager	_____	Print	_____	Date	_____

Working in Partnership

Person Specification



North Midlands and Cheshire Pathology Service

Job Title

Requirements	Essential	Desirable
Education and qualifications	<p>Have keyboard and basic IT skills</p> <p>Have an awareness of Health & Safety issues</p> <p>Be able to work within safe systems of work and report any deficiencies in the systems</p>	<p>Experience of working in an office environment and data entry.</p>
<p>Experience</p> <p><i>How long is the induction required for the job?</i></p> <p><i>What practical or further theoretical training is required?</i></p>	<p>Have good oral and written communication skills, able to communicate information accurately and effectively with Trust and non-Trust staff.</p> <p>Be willing to undertake internal training and induction</p>	<p>Some experience with patient care or customer care</p>
Skills, ability and knowledge	<p>Have good manual dexterity and coordination.</p> <p>An ability to work accurately and maintain high standards of documentation.</p> <p>An ability to concentrate for long periods</p> <p>Able to follow and work to standard operating procedures and policies</p> <p>Able to work individually and as part of a team</p>	<p>Knowledge of Anticoagulation service</p>
Personal Qualities	<p>Good attendance record</p> <p>Ability to work flexibly</p> <p>Ability to perform a wide range of duties according to the Job Description</p> <p>Full driving license and use of own car.</p>	<p>Be able to assist with some training of new colleagues</p>

