



**University Hospitals
of North Midlands**
NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The North Midlands and Cheshire Pathology Services (NMCPs) formed in December 2020, a partnership between The University Hospital of North Midlands (UHNM), Mid Cheshire Hospitals NHS Foundation Trust (MCHT) and East Cheshire NHS Trust (ECT). UHNM is

the lead provider Trust for the NMCPs and is the employing organisation for Pathology employees based at Royal Stoke University Hospital, County Hospital, Macclesfield District General Hospital and Leighton Hospital.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



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

Division: Children's, Women's and Diagnostics Division

Job Title: Pathology Support Worker

Band: 2

Location: Pathology, RSUH

Hours: 22.5

Managerially accountable to: The Lead BMS or Deputy via the Specimen Reception Manager and Supervisors in the section

Professionally accountable to: Departmental Manager, Lead Biomedical Scientist,

Role Summary

- To be an efficient and flexible member of the Specimen Reception team assisting in the delivery of the service.
- The post holder will be required to perform a range of routine and non-routine tasks within Pathology, following Laboratory Standard Operating Procedures (SOP's) to provide clerical and technical support to Biomedical Scientists to ensure a high quality service in all areas of the relevant Pathology Discipline. The tasks will include; sample receipt and preparation.
- To work within the written Policies and Procedures of the Department especially in relation to Health and Safety and Quality.

MAIN DUTIES AND RESPONSIBILITIES:

Scientific, Technical and Analytical Duties

- Receive, sort and prioritise requests, verifying that request form and sample details match and ensuring the correct specimens have been taken and the request form meets minimum data requirements.
- Resolves problems with e.g. inappropriate and unlabelled samples according to the departmental SOP
- Assign unique identifying number and adds patient request to laboratory IT system by manual inputting or data transfer. Ensures data entered is accurate and any discrepancies in the IT record are reported to a supervisor
- Provide basic technical laboratory support.
- Prepare samples for analysis according to departmental SOP.
- Deals with telephone enquiries according to departmental procedures and report validated results to clinicians and appropriate health workers but not patients
- Communicate information (this may include test results where departmental policies allow) to clinicians and other colleagues ensuring that this is understood and transcribed correctly and record appropriately.
- Perform general housekeeping duties.
- Dispose of specimens, documentation and general waste appropriately according to confidentiality, health & safety requirements and departmental SOP.
- Undertake basic office duties, including answering the telephone and emailing.

RESOURCES DUTIES AND RESPONSIBILITIES

Financial and Physical Resources

- Uses resources efficiently and cost effectively
- Reports low level of supplies appropriately to ensure continuing supply
- Uses equipment safely and reports faults to Supervisor

Human Resources

- Demonstrates routine tasks to less experienced staff.
- Responsibility for booking own leave in accordance with departmental policy, reports own sickness absence to a senior member of staff in accordance with Trust policy, is aware of and understands the relevant Trust policies e.g. Grievance, Discipline and Capability.

- Participates in annual appraisal as appraisee and 6 monthly review

Information Resources

- Follows SOPs and policies to ensure and maintain accurate laboratory databases. Recognises errors in patient details and informs a Supervisor
- Attends training on the use of display screen equipment and ensures working practices comply
- Uses the laboratory information management system according to authorised protocols.
- Uses the Laboratory Quality management system at appropriate level.
- Inputs test requests onto computer system.
- Complies with local and national policies for the safe, secure, confidential processing and storage of patient and other laboratory information

OTHER DUTIES AND RESPONSIBILITIES

Strategy, Planning and Decision-making:

- Organises their own workload (day-to-day tasks) taking into consideration the urgency of samples that need to be processed.
- Follows defined policies and operating procedures, can work on own initiative with local supervision.

Communication and Relationships

- Accurately communicates information relating to patients or the service to ward, clinical laboratory staff and other users of the service.
- Checks test results communicated orally have been transcribed correctly and as appropriate according to the departmental procedures.
- Ensures that results are not given inappropriately to patients.
- To deal with telephone queries in a pleasant and efficient manner
- To attend departmental Laboratory meetings when appropriate.
- To provide cover for other Pathology Support Workers in their absence.

To maintain professional conduct and comply with the Trust standards of dress policies relevant to the local Trusts at all times.

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.

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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 Trust's 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



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) 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@uhns.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





North Midlands and Cheshire Pathology Service

Job Title: Pathology Support Worker

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none"> • Good standard of Education demonstrated by GCSEs (in Maths, English and a Science subject) • NVQ L2 equivalent. This may include an Apprenticeship in a suitable field such as Clinical Laboratory Support or the IBMS Certificate of Achievement. • Basic level of theoretical technical knowledge of the role. • Have an awareness of Health and Safety issues. • Basic understanding of routine and non-routine Pathology Support Worker procedures. 	✓ ✓ ✓ ✓	 ✓	Application
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none"> • Experience of working in a team and alone • Experience of Data Entry and IT systems • Previous experience of working in a Laboratory environment • Experience of demonstrating tasks to others • Experience of working with the NHS 	✓ ✓	 ✓ ✓ ✓	

	<p>To have basic/intermediate and accurate IT skills.</p> <p>Have good manual dexterity skills</p> <p>Ability to:</p> <ul style="list-style-type: none"> Effectively apply skills and knowledge Work within safe systems of work and report any deficiencies in those systems to the Departmental Manager Perform the wide range of duties as set out in the Job Description Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary) Work under pressure, prioritise workload and work to deadlines. Communicate effectively and accurately with all levels of staff. Work to the required standards of the department. Compliance with Trust Policies, procedures and guidelines 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		
Personal Qualities	<ul style="list-style-type: none"> Professional personal presentation and manner. To participate in a shift pattern if required to do so by the relevant department. Prepared to work flexibly including participating in weekend and other out of hours rotas as necessary. Understanding the importance of confidentiality and data 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		

	<p>quality</p> <ul style="list-style-type: none"> • Ability and willingness to fulfil the travel requirements of the post if relevant - primary place of work as per JD but on rare occasion may reasonably be asked to work at another site where the Trust has responsibility for Pathology services. 	✓		
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Working in partnership

