PUBLIC HEALTH WALES NHS TRUST

JOB DESCRIPTION

JOB DETAILS

Job Title	Higher Biomedical Support Worker
Pay Band	Agenda for Change - Band 3
Pay Band Scale	£20,330 to £21,777
Hours of Work	37.5 hours per week

Working pattern to be determined locally by Regional and Operational Managers

Department	Microbiology Laboratory
Region	South West
Base	Carmarthen
Duration	Permanent

ORGANISATIONAL ARRANGEMENTS

1. Accountable to	Regional Manager
2. Reporting to	Laboratory Manager / Regional Manager / Operational Manager / Service Manager via Senior Biomedical Scientist

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JOB PURPOSE

The post holder practices as a Higher Biomedical Support Worker in the specialism of microbiology.

The post holder will provide supervision and training to all Biomedical Support Workers, working closely with the training leads to ensure all Biomedical Support Workers have up to date competencies recorded.

The post holder will coordinate rotas and the deployment of Biomedical Support Workers in conjunction with relevant staff to ensure that all areas of service delivery are adequately maintained.

The post holder will coordinate and undertake a wide range of routine laboratory tasks including quality control, specimen processing, (maintenance and calibration of equipment, operation of automated equipment, use of commercial kits), waste disposal, sterilisation and clerical duties, in support of the diagnostic services of the department in conjunction with Biomedical Scientific staff.

The post holder, with supervision/direction from Biomedical Scientists/Clinical Scientists may on rotation, perform some or all of the duties listed depending upon the operational requirements of the laboratory. This includes sample preparation, culturing, media & reagent stocktaking, some clerical duties and occasional (to cover staff leave) wash-up/driving autoclave duties.

Work in a safe manner and helps to maintain standards of conduct, safe working practices and technical standards in conjunction with the relevant BMS staff in accordance with the Laboratory Health & Safety Policies.

The post holder will support the diagnostic services of the department, ensuring the department meets or exceeds both local and nationally agreed standards of service delivery.

The post holder will work as part of the laboratory team under the supervision of relevant staff and where appropriate work with, medical staff, other hospital staff, users, members of the public and other external contacts.

Microbiology is part of an all-Wales Microbiology network and Public Health Wales NHS Trust who has a statutory Public Health function to support Public Health Incidents across Wales and the UK. As such you could be required to attend the workplace at short notice to respond to health protection incidents, including outbreaks and other emergency situations.

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1. Communication and Relationship Skills

1.1 Responsibility for telephone enquiries and for filtering calls from staff, patients and internal/external callers to correct point for response.

1.2 Verbally provide authorised results according to the laboratory telephone policy, with responsibility for recording communication trail.

1.3 Liaise effectively and communicate with all members of staff, within the multidisciplinary environment and actively participate in laboratory meetings so that the work of the laboratory is co-ordinated.

1.4 Deal helpfully, competently and confidentially with patients, staff and laboratory visitors under the guidance of relevant staff as necessary.

1.5 Perform specimen reception tasks including receiving, contacting wards or surgeries, sorting and distribution of specimens, checking specimens against request forms, distribute to own and other laboratories/departments.

1.6 To help train any new Band 2 Biomedical Support Workers and assist the Biomedical Scientist team in training new recruits.

2. Knowledge, Training and Experience

2.1 Undertake all duties in accordance with agreed guidelines, policies and procedures. Follow Standard Operating Procedures and participate in their review and update.

2.2 To rotate through all sections of the department after suitable training and to understand the different requirements of all types of clinical specimens in those sections.

2.3 To understand and practice the local quality management system.

2.4 Undertake specimen processing at containment level 2 and 3, including sample/serum separation using centrifuge, labelling and processing of selected clinical samples.

2.5 Prepare solutions, reagents and stains following standard operating procedure using aseptic techniques as required.

2.6 Work in a safe manner, supervising Band 2 staff and helps to maintain standards of conduct, safe working practices and technical standards in conjunction with the relevant BMS staff in accordance with the Laboratory Health and Safety Policies.

2.7 Monitor and maintain local stock levels of consumables, media, stains, kits and reagents including taking delivery and signing for new stock as necessary.

2.8 Satisfy and demonstrate competency to senior technical staff in all designated tasks for the different clinical sections to satisfy accreditation standards.

2.9 Prepare and keep records of media and diluents to the high standard required by the department; undertake maintenance of equipment, temperature monitoring and laboratory cleaning schedules following the Quality Management system.

2.10 Perform other relevant duties consistent with training, skills and experience as required from time to time, particularly in response to changes in laboratory practice.

2.11 Prepare inoculation panels for automated sensitivity testing as directed by Biomedical Scientist Staff.

3. Analytical and Judgemental Skills

3.1 Report test, quality control or equipment failures immediately to relevant Staff.

3.2 To recognise labelling problems with specimens and reject according to specimen acceptance/rejection protocol.

3.3 To follow standard operating procedures and be able to recognise relevant clinical details and process specimen accordingly using knowledge and experience.

3.4 To recognise unlabelled high risk specimens and process accordingly.

3.5 Working within competency to recognise whether further work is required (for a clinical result) and refer accordingly.

3.6 To recognise and make relevant staff aware of urgent specimens.

3.7 To recognise incorrect specimen types and make relevant staff aware of need for repeat.

3.8 To record batch numbers and use by dates for clinical media and reagents, rejecting not fit for purpose.

4. Planning and Organisational Skills

4.1 Prioritises own work and work of Band 2 Biomedical Support Workers.

4.2 Works according to strict laboratory protocols, using own initiative to prioritise working between different work areas to accommodate changes to work patterns.

4.3 To organise workload to allow sufficient time to process specimens.

4.4 To organise weekly processes as part of internal Quality Control Procedures.

4.5 To collaboratively organise late/shift working rotas within Band 3 team and to ensure adequate cover at all times.

4.6 Organises daily multitasking rotation of Biomedical Support Workers after discussion with relevant staff to enhance flexibility.

4.7 Assist in supervision and training of new Biomedical Support Workers and assist with training of other colleagues as appropriate.

4.8 Responsible for the Quality of own work.

5. Physical Skills

5.1 Use and operate expensive equipment that include: laboratory computer, centrifuge, autoclave, automated analysers, pipettes.

5.2 To dilute specimens.

5.3 To use varied pipettes requiring high levels of hand eye coordination and accuracy.

5.4 Perform aseptic technique.

6. Responsibility for Patient / Client Care

6.1 Provides general non-clinical advice and information and supports the provision of diagnostic testing according to available algorithm/SOP's

6.2 Checks all details from form according to specimen acceptance policy, and rejects unsafe specimens.

6.3 Checks previous details from patient, and draws attention to (unlabelled) high risk status

6.4 Prepare and package samples for additional tests at reference laboratories, enter and record data prior to sending and monitor that results are returned in a timely manner.

7. Responsibility for Policy / Service Development Implementation

7.1 Propose and implement changes to methods after consultant with relevant staff.

7.2 Propose changes to working arrangements.

8. Responsibility for Financial and Physical Resources

8.1 Monitor, use, operate and undertake maintenance and calibration of expensive equipment that includes laboratory computer, centrifuge, autoclave, automated analysers and pipettes.

8.2 Undertake temperature monitoring / defrosting of refrigerators, and maintaining water levels of water baths. Temperature monitoring /cleaning of incubators.

8.3 Contribute to the care, maintenance and security of laboratory premises and equipment.

8.4 Operate laboratory sterilisers, checking sterilising conditions have been met before emptying, record cycle details in laboratory log book.

8.5 Collect and safely disposes of Laboratory waste with strict adherence to the Laboratory's safe waste disposal policy.

8.6 Assume responsibility for ensuring maintenance of local stock levels of consumables, media, stains, kits and reagents including taking delivery and signing for new stock as necessary.

8.7 Ensure that relevant staff are made aware when new stock needs to be ordered.

8.8 Ensure competency to enable the maintenance of medical gas supplies.

9. Responsibility for Human Resources

9.1 Provides supervision to Band 2 Biomedical Support Workers.

9.2 Ensure all Biomedical Support Workers have up to date competencies recorded.

9.3 Acts as mentor to new Biomedical Support Workers.

10. Responsibility for Information Resources

10.1 Perform manual and computerised data entry to ensure data accuracy when entering demographics, specimen related information and results into the laboratory information system.

10.2 Store records by scanning requests forms onto the request form storage computer module.

10.3 Collect data for audit and quality assessment/control.

10.4 To file and retrieve all specimen forms to ensure information is available, accurate and up to date for future reference and complies with the Data Protection Act.

11. Responsibility for Research and Development

11.1 Is expected to contribute in the evaluation of new equipment and test kits, supports clinical trials and research projects.

12. Freedom to Act

12.1 Follow Standard Operating Procedures and Policies at all times.

13. Physical Effort

13.1 Frequent standing at bench. Some manual handling taking delivery of laboratory consumables.

13.2 Some heavy lifting when performing autoclave duties.

13.3 May sit at a computer for considerable lengths of time when requesting tests.

13.4 Some manual lifting / manoeuvring of trollies/waste as required.

14. Mental Effort

14.1 Checks patient demographics on specimen and form and against local databases on computer all day on a rotational basis.

14.2 Frequent interruption to checking process.

14.3 Checks specimen data and stage of processing for telephone issuing of full and interim results.

14.4 Checks clinical details and ensures correct media for particular disease, advice available.

14.1 Check test requested and computer entry match, informing a registered BMS of a mismatch.

15. Emotional Effort

15.1 Occasional exposure to confrontational queries from NHS staff involving specimens not received, leaked and not tested.

15.2 Occasional exposure to inappropriate behaviour from patients not given results due to data protection and Caldicott guidance

15.3 Exposure to distressing or emotional circumstances is rare

16 Working Conditions

16.1 Continuous use of computers on rotation.

16.2 Exposure to infectious material (contained and uncontained) when handling cultures and processing specimens.

16.3 Exposure to foul smells generated by cultures certain specimens and discarded waste.

EQUALITY & HUMAN RIGHTS

The Public Sector Equality Duty in Wales places a positive duty on Public Health Wales NHS Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Public Health Wales is committed to ensuring that no job applicant or employee receives less favour-able treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager / supervisor.

REGISTERED HEALTH PROFESSIONAL

All employees of the Trust 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.

SUPERVISION

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your Manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT

As an employee of Velindre NHS Trust, you are legally responsible for all records that you gather, create or use as part of your work within the Trust (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You should consult your manager if you have any doubt as to the correct management of records with which you work".

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY

All employees of the Trust are required to maintain the confidentiality of members of the public (patients, well women and service users etc.) and members of staff in accordance with Trust policies.

Annual Appraisal

All staff are required to participate in joint annual appraisal and development reviews.

Date Prepared: December 2018

Prepared By: Workforce Committee