

## **JOB DESCRIPTION**

### **Job Details:**

**Job Title: Biomedical Support Worker (Transfusion)**

**Band: Band 3**

**Location: Norfolk & Norwich University Hospital**

**Department: Haematology and Transfusion**

**Managerially Accountable to: Chief Biomedical Scientist**

**Professionally Accountable to: EPA Network Blood Sciences Manager & Clinical Head of Service**

### **Job Purpose:**

Performs a range of routine and non-routine duties within blood transfusion, haematology, coagulation and specimen reception. Obtains samples for biological testing, performs standard biological tests, processes blood and other fluids for analysis ensuring sample integrity is maintained at all times. This role requires the daily use of the Pathology IT systems to a very high level of accuracy and speed when inputting patient demographic and test data. To provide information and advice to service users concerning the supply of blood components for direct patient care, including emergencies. Communication is a major part of this role and will require specialist professional training in order to manage emergency and difficult situations where, despite the clinical situation, compliance must be followed.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Integrity, Dedication and Excellence and demonstrate behaviours that support and encourage an inclusive culture.

### **Overview of Essential Responsibilities:**

#### **Common to all Sections:**

- a) Preparation of "Danger of Infection" samples for analysis in accordance with Health & Safety Regulations.
- b) Required to resolve problems with mislabelled and/or mislaid samples from users. Informs users if additional or replacement samples are required for testing.
- c) Prepare samples for centrifugation, separation of serum and red cells and pipetting aliquots for analysis ensuring that the minimum volume is available for the range of investigations requested.

- d) Answers telephone inquiries from pathology users, patients and patient carers about test results and provide information that is complex concerning methodologies and service requirements, seeking advice as required and communicating this information to appropriate laboratory staff. For example, understanding cold chain requirements for red cells, platelets, fresh frozen plasma and cryoprecipitate.
- e) Communicates complex service related information to managers, consultants, nurses, other health care professionals, patients and patient carers
- f) Ensure that routine, urgent and emergency work is planned and prioritised with the minimum of delay and supervision.
- g) Is required to work independently in the evening, night shifts and weekends with minimal supervision.
- h) Daily maintenance and testing of complex, expensive analytical equipment, in excess of £40,000. To include initiation of calibration and quality assurance programs, referring to senior staff as appropriate.
- i) Load samples onto very complex analysers in accordance with SOPs
- j) Generates data for authorisation for specified laboratory tests using expensive reagents and high value analysers.
- k) Carry out daily checks of reagents and empty hazardous biological waste containers in accordance with Health and Safety Regulations.
- l) Daily cleaning and disinfection of laboratory benching and equipment.
- m) In line with "Clinical Pathology Accreditation" standard H6 the incumbent will be expected to participate in the departmental quality improvement program i.e. comment on existing policies to make changes that will improve the service in a proactive manner.

### **In Blood Transfusion:**

- a) To issue blood and blood components through the blood tracking system
- b) To return unused blood to the blood bank, both physically and through the blood tracking system.
- c) To "book in" blood/components received from the National Health Service Blood and Transplant (NHSBT) service into the computer system.
- d) Carry out formal audit of the blood traceability process to ensure compliance with the Blood Safety and Quality Regulations 2005. Act on and report non conformance.
- e) Produce daily reports on success rate and non conformance for the hospital transfusion team.
- f) Daily recording of the temperatures of the blood banks, platelet incubator and fridges in the department and changing the recording charts weekly.
- g) Weekly testing of laboratory equipment including blood banks and freezers.
- h) To verify correct labelling of samples and recognise when a sample is not suitable for processing and taking action to rectify the anomalies.
- i) To perform complex audit functions on the patient database to ensure non duplication of patient records.
- j) To interrogate the data base for patient transfusion history and specialist transfusion requirements and modify test requests in the light of this information prior to computer requesting tests on a patient.

- k) To enter patient and test request data on the blood transfusion computer system using both scanning and manual entry.
- l) Create daily worksheets for patient tests.
- m) To replenish stocks of disposables in the laboratory
- n) To prepare home infusion packs for use by self treating Haemophiliacs
- o) To be responsible for the correct and appropriate disposal of samples
- p) To perform specific cleaning duties as specified by "Good Manufacturing Practice" 2005

### **In Haematology:**

- a) Demonstrate good hand/eye coordination in preparing good quality blood films
- b) Preparing specialist stains for peripheral blood and bone marrow aspirates
- c) Staining and mounting blood films and bone marrow slides
- d) Maintaining the long term storage facility for blood films, cerebral spinal fluid and bone marrow slides in compliance with the "Human Tissue Act" 2004.
- e) Prepare samples for analysis of high white blood cell counts by pipetting aliquots for analysis ensuring that the minimum volume is available for the investigation requested.
- f) Phoning urgent results to wards and GP surgeries in line with the departmental telephone policy.

### **In Coagulation:**

- a) Use precision pipettes and balances to accurately prepare reagents for calibration and control of the coagulation analysers.
- b) To correctly load and request calibration and control analysis, review the results and under the supervision of a registered biomedical scientist release the instrument for clinical use.
- c) Prepare samples for thrombotic screen analysis

### **In Specimen Reception:**

- a) Electronic transfer of patient details and requests via bar-code scanning into the Pathology IT system.
- b) Manually inputting of patient details and test requests into the laboratory computer system.
- c) Scanning requested forms into the laboratory information system database.
- d) Labelling and preparing patient's blood, urine, and other fluids for analysis utilising aseptic techniques.
- e) Determination of urinary volume by weight and aliquoting into labelled secondary container as part of the basic requirement for 24 hour urine biochemical tests.
- f) Deal with enquiries from patients and visitors to the department.
- g) Deliver Pathology reports to the wards if required.
- h) To assist in the packaging and sending away of referred specialist tests including samples required for clinical trials in line with the post office regulations for sending Pathology samples in the post.

- i) Providing 24hour urine containers for complex urine tests and advice patients on the different collection protocols for the tests.

### **Responsibilities for Laboratory Information Service**

- a) Managing and maintaining specialised databases in laboratory computer systems and patient storage databases.
- b) Amending and updating patient data and results, which includes other colleague's work.
- c) Trained to use, retrieve and store patient information on several patient database systems for access by external and internal users.
- d) Trained to operate and manage software databases on complex clinical analysers.
- e) Inputs test information into databases which includes own generated data and other healthcare staff generated data.

### **Training**

- a) For blood transfusion duties: Undertake competency assessment in line with National Patient Safety Agency SPN14 and mandatory training in line with Blood Safety and Quality Regulations 2005
- b) Complete Trust mandatory and "in-service" training in IT use and laboratory information services, Health and Safety, sample handling and labelling procedures.
- c) Undertake ongoing service training and develop own competence to practice to NVQ level 3 or equivalent.
- d) Train less experienced laboratory staff to include MLAs, biomedical scientists, clinical scientists and pathology specialist registrars in specialist area.
- e) Trains clinical staff, ODPs, ITU nurses, midwives in areas having a satellite blood fridge, in the Blood Track Courier system (electronic vein to vein blood tracking system)

### **Health & Safety**

- a) To abide by the Health and Safety Code of Practice for the department and Trust.
- b) Deal with spillages of patient body fluids.
- c) Deal with chemical spills.
- d) Deals with samples broken in centrifuge.
- e) Able to use, maintain and decontaminate Class 1 Biological Safety Cabinet.
- f) Trained to safely handle and dispense strong mineral acids.

### **Other**

- a) To ensure the application of Trust policies where applicable to Pathology.
- b) To participate in annual performance review.
- c) Any other duties as required by the Laboratory Manager or the section Chief BMS.

**Specific Additional Responsibilities:**

<b>Functional Requirements</b>			
Direct face to face patient contact	Yes	Blood/body fluid exposure	Yes
Managing a team who hold professional registrations	No	Prevention and management of aggression	Yes
Exposure prone procedures (EPP)	No	Crouching/stooping or kneeling	No
Manual handling	Yes	Frequent hand washing/wearing gloves	Yes
Night working/shift work	Yes	Chemical sensitisers	Yes
VDU user	Yes	Noise	No
Driving patients	No	Other (please state)	Choose an item.

**Job Specification:**

	Essential/ Desirable	Means of Assessment
		Application Form/ Interview/Test
<b>Qualifications/training and professional development</b>  NVQ level 3 or working towards NVQ level 3 or equivalent experience.	Essential	AF/ I
<b>Experience</b> Some experience of working in a UKAS accredited laboratory	Desirable	AF/I

<b>Skills, abilities and knowledge</b>		
Has a working knowledge of the activities performed within their specialist clinical technical service.	Essential	AF/I
Understand analyser maintenance and can operate complex instrumentation	Desirable	AF/I
Develop knowledge and skills to problem solve complex problems.	Essential	AF/I
Understands internal QA results	Desirable	AF/I
Will gain experience of working in a diverse high throughput clinical technical service.	Essential	AF/I
Develop comprehensive knowledge, understanding and the ability to use current laboratory software.	Essential	AF/I
Able to work efficiently and effectively within a multidisciplinary team and under pressure.	Essential	AF/I
Demonstrate good hand/eye coordination for pipetting samples.	Essential	T
Possess advanced key board skills to input data at high speed and accuracy.	Essential	AF/T
Ability to handle difficult situations where there is direct disagreement between service users and legal requirements with issuing blood components	Essential	AF/I
Ability to work unsupervised during night shifts	Essential	AF/I

<b>Attitude, aptitude</b>  As the main interface between the blood transfusion department and the clinical areas the incumbent must communicate with the service users in a pleasant yet professional manner.  Be able to adapt to the changing exigencies of the service.  Be committed to the provision of a pro-active patient based service  Develop skills and demonstrate continued competence to practice.  Develop new skills and knowledge appropriate to the service.  Participation in training activities including one to one observational assessment, attendance at lectures and e-based learning.  Must show evidence of developing and maintaining skills by maintaining a personal/professional portfolio (KSF portfolio).  Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence  Demonstrates understanding and commitment to Equality, Diversity and Inclusion	Essential	AF/I
	Essential	AF/I
	Essential	AF/I
	Essential	AF/I
	Essential	AF/I
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	Essential	AF/I
	Essential	AF/I

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.