**Health Care Support Worker**

**Job Title - Phlebotomist & Clinical Administrator**

**JOB DESCRIPTION**

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| **Job Title** | Phlebotomist & Clinical Administrator |
| **Line Manager** | Operations Manager/ Nurse Manager |
| **Accountable to** | The Partners |
| **Hours per week** | 34 |

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| **Job Summary** |
| Working under the direct supervision of the senior practice nurses and strictly in accordance with specific practice guidelines and protocols, performing phlebotomy, BP monitoring, vaccinations, urinalysis, weight monitoring and diabetic foot checks (low risk).  Duties include but are not limited to, ensuring the efficient and timely recall of patients for clinical review, including post-natal checks, the Level 2 diabetes service, processing and read coding clinical letters and assisting in the monitoring of Practice targets. |

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| **Primary Responsibilities** |
| The following are the core responsibilities of the Phlebotomist & Clinical Administrator. On occasions there may be a requirement to carry out other tasks. This will be dependent on factors such as workload and staffing levels:  **Core Principles**   * To ensure confidentiality of information (written, oral and electronic) is preserved at all times whether at or away from work. * To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times. * To follow procedures to ensure compliance with the Data Protection Act 1998 * To follow all practice protocols concerned with the maintenance of ethical practice. * To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety * To respect, support, contribute to and take personal responsibility for implementing commitment to Diversity and Equality of Opportunity * To contribute to a culture of continuous improvement * To perform duties to standards required by the practice in accordance with quality assurance. * To demonstrate commitment to Continuing Professional Development * To demonstrate computer literacy   **Phlebotomy Role**  Working under the direct supervision of the senior practice nurses and strictly in accordance with specific practice guidelines and protocols:   * Phlebotomy * BP monitoring * Vaccines * Urinalysis * Weight monitoring * Diabetic Foot Checks (Low Risk)   **Clinical Administration Role**  **Nursing Team Appointment system**   * Ensure total familiarity with all nursing team appointment systems including specific appointment lengths relating to chronic disease reviews, tests and screening procedures. * Book appointments and recalls ensuring sufficient information is recorded to identify the appointment reason. * Receive and make calls as required answering any queries that arise ensuring a professional manner is maintained at all times.   **Operating Due Recalls and Retrospective Recall Searches**   * Ensure an efficient process is operated for the recalling of patients for chronic disease reviews, contraception services, screening services and immunisation purposes. * Ensure there is an efficient process operated for the retrospective calling of unattended or missed appointments for chronic disease reviews, contraception services, screening services and immunisation purposes. * Monitor and action work to do on the child immunisation target report within the clinical system.   **Other Clinical Admin Duties**   * Provide admin support as required for the Level 2 Diabetes clinics, managing appointments for biometric measurements prior to the patient’s appointment and organising podiatry and retinal appointments as required. * Provide admin support as required for the Mum and Baby clinics, ensuring all relevant paperwork is received and completed prior to the appointments to ensure records are up to date in preparation for the postnatal, 8 week checks and immunisations. * Provide admin support for the processing and read coding of clinical letters * Provide general admin support as and when needed as part of the wider admin team   **General**   * Ensuring confidentiality is maintained at all times. * Dealing with all telephone calls professionally (with care, civility and efficiency) * Ensuring excellent customer care skills are used with all parties. * Taking messages as appropriate and ensuring the message is passed on to the appropriate member of the practice or associated organizations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required. * Ensuring probity in all financial dealings   **Upholding Quality**   * Alerting other team members to issues of quality and risk. * Assessing own performance and taking accountability for own actions, either directly or under supervision * Contributing to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance. * Working effectively with individuals in other agencies to meet patient’s needs. * Effectively managing own time, workload, and resources. * Adhering to Practice dress policy. * Being punctual at all times.   **Communicating**   * Communicate effectively with other team members. * Communicate effectively with patients and carers. * Recognise people’s needs for alternative methods of communication and respond accordingly.   **Personal/ Professional Development**   * Taking responsibility for own developmental learning and performance. * Taking responsibility for maintaining a record of own personal development. * Working with management on any new training requirements. * Demonstrating skills and activities to others who are undertaking similar work.   **Contributing to the implementation of services**   * Participating in implementation of new services where appropriate |

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| **Generic Responsibilities** |
| All staff at Bowling Highfield Medical Practice have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I create an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements.  All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times.  It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Bowling Highfield Medical Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Bowling Highfield Medical Practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role. Always maintain a professional and positive attitude. |

**The duties and responsibilities in this Job Description are not exhaustive and will be kept under regular review to ensure that the scope of the role of Phlebotomist and Clinical Administrator continues to meet the needs of the practice.**