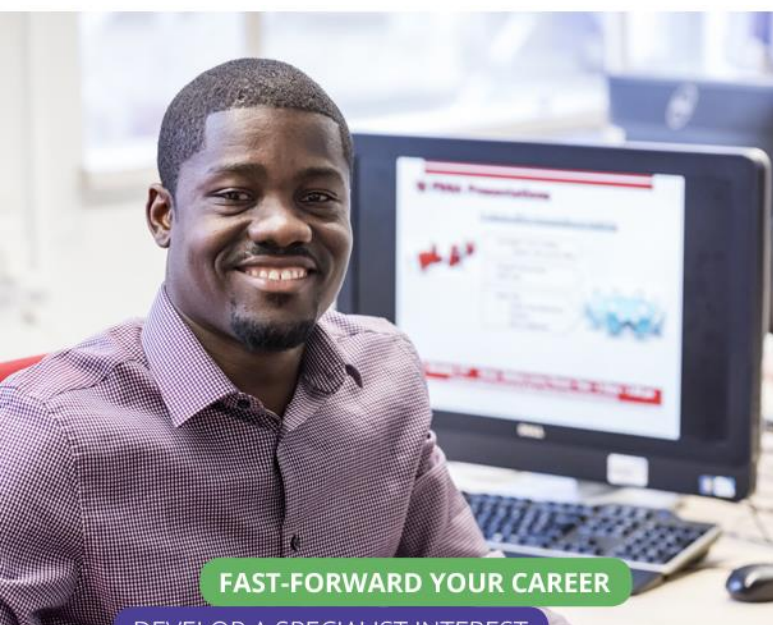


# Recruitment information pack



**FAST-FORWARD YOUR CAREER**

DEVELOP A SPECIALIST INTEREST

BE PART OF A SUPPORTIVE TEAM



**STRUCTURED CAREER PROGRESSION**

LEADERSHIP COURSES

SCOPE TO DEVELOP NEW SKILLS

# WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

# OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

# OUR HOSPITALS

## Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

### Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

**Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

#### **Hammersmith Hospital, Acton**

Hammersmith Hospital is a specialist hospital renowned for its strong research connections and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

#### **Queen Charlotte's & Chelsea Hospital, Acton**

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

#### **St Mary's Hospital, Paddington**

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

#### **Western Eye, Marylebone**

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

## **WHY JOIN US?**

### **Reach your potential through outstanding learning and development opportunities**

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

### **Experience the rich heritage of hospitals that have made history**

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

### **Draw on huge expertise as part of a strong international community**

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology

#### **Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

and trauma care – to name just a few. We are part of the prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

### **Feel supported by a positive culture**

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

### **Recognition and career progression**

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

### **Conduct research here**

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

### **Access brilliant benefits and enjoy a new social life**

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

## JOB DESCRIPTION

Job Title	<b>Phlebotomy Supervisor</b>
Band	<b>Band 4</b>
Directorate/ Department	<b>Clinical Haematology</b>
Division	<b>Surgery &amp; Cancer</b>
Location of work	<b>Clinical Haematology Out-patients – Hammersmith Hospital</b>
Hours	<b>37.5 hrs</b>
Reports to	<b>Senior Charge Nurse</b>
Accountable to	<b>Matron</b>

### Clinical Haematology Service

The Clinical Haematology service based at Hammersmith Hospital continues to expand and drive forward innovative and therapeutic advancements in treatment pathways for patients with a wide range of haematological diseases and disorders. The department is one of the largest national specialist tertiary haematology centres for a wide range of benign and malignant haematological conditions that includes running one of the largest haematopoietic stem cell transplant (HSCT) programmes in Europe. The ICHNT service currently undertakes approximately 150-200 HSCT procedures per year (allogeneic and autologous) for a wide range of malignant haematological diseases such as lymphoma, myeloma and leukaemia, as well as, multiple sclerosis and germ cell tumours. Within the day care setting an ambulatory treatment pathway has been established for low-risk HSCT procedures. The transplant service has also recently commenced Chimeric Antigen Receptor T-cell (CAR-T) therapy; a highly complex and innovative new form of immunotherapy and has been selected as a wave 1 centre to deliver the commercial gene therapy for the treatment of beta-thalassemia and sickle cell disease. The non-malignant haematology pathways includes caring for patients with a haematological diseases that include sickle cell disease, thalassaemia, immune thrombocytopenia (ITP), haemophilia and other bleeding/clotting disorders.

The post holder will work as an integral member of the wider multidisciplinary team, responsible for the day to day operational management of dedicated phlebotomy services that are based within the Haematology department, accommodating a wide range of treatment pathways.



## **JOB PURPOSE:**

1. To provide a safe and efficient phlebotomy service in conjunction with the departmental senior nurse manager, liaising with other healthcare professionals, clinicians, laboratory staff, patients and/or their representatives within a hospital setting.
2. To work with the departmental senior nursing/management team to monitor and evaluate all aspects of the phlebotomy service to ensure the provision of safe and high standards of care.
3. To ensure blood samples are ordered, collected, labelled and dispatched in a timely manner and in accordance with Trust policy.
4. To promote collaborative working practices across all areas of the clinical service to support patient flow.
5. To contribute to other workforce and professional development initiatives/plans that drive standards in relation to service improvement and practice development to deliver safe, effective and high quality care, whilst also ensuring staff feel supported in the workplace.
6. To work towards promoting a positive patient experience and being proactive in responding to emerging concerns raised by patients, staff and visitors.
7. There is a need to support inpatient and weekend work in accordance with service demand that necessitates a flexible approach to the provision of phlebotomy services.

## **KEY STAKEHOLDERS:**

- Senior Charge Nurse – Line Manager
- Matron for Haematology Day Care & Outpatient services
- Departmental senior management team
- Lead Nurse
- Ward and haematology unit nursing teams
- Clinical Nurse Specialists
- Medical and multi-disciplinary teams
- Clinical Trials/Research team
- North West London Pathology laboratory staff
- John Goldman Centre for Cellular Therapy (JGCCT) team
- Patients, families and visitors
- Administrative/Support staff
- Quality team

## **KEY RESULT AREAS:**

- To coordinate the supervision and delivery of phlebotomy services to ensure the safe collection and distribution of pathology specimens.
- To provide efficient outpatient and inpatient phlebotomy services as required by the department.
- To assume responsibility for managing the daily operations of the department, overseeing the phlebotomy team, ensuring resources are appropriately deployed in accordance with service needs.
- To ensure the safe handling and distribution of pathology specimens in accordance with Trust policy.
- Delivering a good standard of phlebotomy practice, acting as a liaison and key coordinator for the service.
- To act as a responsible role model.
- To ensure a safe and clean clinical environment is maintained for patients, visitors and staff.

## **MAIN TASKS AND RESPONSIBILITIES:**

### **1. Leadership and staff management responsibilities**

- 1.1 Proficient in effectively leading and coordinating a team.
- 1.2 To work autonomously as a skilled phlebotomist, organising own work/tasks, prioritising workload accordingly without direct supervision.
- 1.3 Manage patient care according to agreed regulatory standards and protocols, taking appropriate action, seeking advice from other members of the multi-disciplinary team as appropriate.
- 1.4 Supervising workload allocation for the Phlebotomy team to ensure timely and safe blood specimen collection processes are in place.
- 1.5 Ensuring rosters are prepared in advance with adequate cover, managing attendance of Phlebotomy staff in accordance with Trust policy and in conjunction with departmental senior nurse manager.
- 1.6 Coordinating the day-to-day operations of the Phlebotomy team and providing guidance and advice when necessary.
- 1.7 Participating in departmental meetings and organising local team meetings/huddles that includes disseminating information to the wider team.
- 1.8 Conducting staff appraisals, setting objectives, and supporting training needs of staff.
- 1.9 To participate in the induction and training of newly appointed staff.

- 1.10 Continually monitor standards of care and team performance to support service improvement.
- 1.11 To participate in undertaking surveys/audits to foster a culture of service development.
- 1.12 To work collaboratively with senior departmental nurse and management team to ensure phlebotomy services are meeting service demand.
- 1.13 To assist the senior departmental nurse in managing department resources effectively.
- 1.14 To participate in recruitment and selection.
- 1.15 To support the departmental team in the investigation of complaints, clinical incidents and investigations as appropriate.
- 1.16 To be proactive in responding to/trouble-shoot matters that arise affecting the phlebotomy service, e.g. transport of services, generating blood sample requests and scheduling.
- 1.17 To actively engage patients to provide feedback of their experience and to make suggestions for service improvements as key stakeholders.

## **2. Clinical Responsibilities**

- 2.1 To ensure skills are up-to-date and relevant to the role.
- 2.2 To take responsibility for ensuring that venepuncture practice is safely and competently performed in accordance with Trust policy, e.g. Aseptic Non Touch Technique (ANTT), infection control, labelling of blood samples.
- 2.3 To ensure the quality of each specimen collected meets all recommended requirements of laboratory facilities and in accordance with Trust standards.
- 2.4 To advise departmental senior nurse of any issues that may arise that may affect overall performance of the service.
- 2.5 Organise own workload ensuring effective use of time.
- 2.6 Maintaining patient's privacy and dignity at all times.
- 2.7 Ensure patient's verbal consent is obtained prior to procedure.
- 2.8 Ensure patient identification is checked and corresponds with the patient identification label before labelling the samples with the patient present.
- 2.9 Ensure that blood samples are safely dispatched to the appropriate laboratory facility without incurring any unnecessary delays to support patient flow and the timely turnaround of blood results.
- 2.10 To ensure the safe disposal of clinical waste in accordance with Trust policy.
- 2.11 Ensure patient's weight is taken and documented in electronic health records (Cerner).
- 2.12 Measure, record and report capillary blood glucose levels of patients where indicated.



- 2.13 To promote and maintain effective communication with all individuals and groups overcoming any problems/barriers in communication, including responding to patients, relatives and carers concerns as they arise and taking remedial action as required.
- 2.14 To be responsible for maintaining stock levels of all associated consumables relevant to the service.

### **3. Maintenance of a safe working environment**

- 3.1 To ensure that all blood collection equipment, storage areas and workplace environment is maintained in a clean, tidy and well-organised state.
- 3.2 Contribute towards the provision of a safe environment for patients, staff and visitors, identifying potential risks/hazards as appropriate.
- 3.3 Have an understanding of the policies and procedures within the ward and Imperial College Healthcare NHS Trust, particularly:
  - Health and Safety
  - Fire Safety
  - CPR
  - Infection Control (including handling specimens and disposal of clinical waste policies)
- 3.4 Adhere to all Infection Control & Prevention precautions in accordance with Trust policy to minimise the risks of cross-infection.
- 3.5 Ensure all equipment is stored safely, reporting any damage/faulty equipment to the Nurse in Charge and that the phlebotomy areas are kept clean and tidy at all times.
- 3.6 Report clinical incidents/accidents to the Nurse in charge and where appropriate complete Datix incident form, assisting with investigations as appropriate.

### **4. Communication and customer care**

- 4.1 To provide a welcoming initial point of contact for patients, staff and visitors to the department.
- 4.2 Ensure effective and appropriate communication with nursing/medical staff, and other members of the multi-disciplinary team, maintaining confidentiality at all times. Maintaining good-working relations with all colleagues at all times.
- 4.3 Communicate effectively with patients and carers, recognising where applicable their needs for alternative methods of communication (e.g. interpreter required, hard of hearing).
- 4.4 Able to deal effectively, and seek assistance where necessary, when dealing with patients with more complex needs, such as patients with learning difficulties, mental health disorders, language barriers, frailty and disabilities, including provision of a chaperone as required.

- 4.5 To ensure patients have a clearly communicated expectation of the procedure that is to be carried out in relation to blood sampling and that verbal consent has been gained.
- 4.6 Attend staff meetings and contribute constructively towards the smooth running of the clinical area.
- 4.7 To be able to deal with effectively with conflict situations, de-escalating and seeking assistance as appropriate.
- 4.8 To always maintain patient confidentiality in accordance with clinical governance/Trust standards.
- 4.9 To deal effectively and courteously with patient, staff and telephone enquiries, relevant to phlebotomy service.
- 4.10 Remain calm and composed in a busy clinical environment, leading by example.

## **5. Personal Development**

- 5.1 To maintain a range of clinical competencies as required to fulfil the role.
- 5.2 Actively manage own annual leave in line with Trust and local Policy and procedure.
- 5.3 Maintain, update and develop personal and professional knowledge and skills, using the Trust's Performance Review System, enabling standards of patient care to be monitored constantly and improved.
- 5.4 Ensure compliance with all mandatory core skills training relevant to the role and in accordance with departmental/Trust requirements.

## **Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

# PERSON SPECIFICATION

Directorate/ department	Job title	Band
<b>Clinical Haematology/ Hammersmith Hospital</b>	<b>Phlebotomy Supervisor</b>	4
Criteria relevant to the role	Essential	Measurement/Desirable
Education/ qualifications	<ul style="list-style-type: none"> <li>NVQ level 3 Care or equivalent experience</li> <li>Adult phlebotomy training</li> <li>Numeracy, and spoken and written English, to an appropriate standard to fulfil the job requirements (Adult Basic Skills Literacy L2, Numeracy L1)</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Certificates or</li> <li>Assessment</li> <li>Interview</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Significant phlebotomy skill/experience within the adult acute care setting.</li> <li>Experience of leading/coordinating a team.</li> <li>Experience of managing fast-paced turnover of patient caseload.</li> <li>Ability to organise own and others workloads as an effective coordinator.</li> <li>Experience of working independently and as part of a Multi-Disciplinary Team</li> </ul>	<ul style="list-style-type: none"> <li>M: Application Form</li> <li>D: Cannulation skills</li> </ul>
Skills/knowledge/ abilities	<ul style="list-style-type: none"> <li>Clear understanding of the role/responsibilities of the phlebotomy supervisor role</li> <li>Advanced venepuncture skills with certification</li> </ul>	<ul style="list-style-type: none"> <li>Advanced IT skills use or Excel/Data management</li> </ul>

	<ul style="list-style-type: none"> <li>• Up to date knowledge of current clinical practice and professional issues</li> <li>• Understanding of clinical governance and risk assessment</li> <li>• Excellent interpersonal and communication skills: ability to impart complex information to patients, relatives and carers, with different levels of understanding and show empathy and consideration for others</li> <li>• Ability to build rapport with patients and MDT</li> <li>• Strong/proven clinical leadership skills</li> <li>• Organisational skills - ability to prioritise clinical priorities and workload for self and others</li> <li>• Ability to work alone or as member of the multi-professional team</li> <li>• Ability to problem solve</li> <li>• Highly motivated</li> <li>• Good communication skills both verbal and written</li> </ul>	
Values and behaviours	<ul style="list-style-type: none"> <li>• Able to demonstrate behaviours that meet the Trust's shared values</li> <li>• Maintain a friendly, caring, safe environment for staff, patients and visitors</li> <li>• Support colleagues and demonstrate collaborative teamwork</li> <li>• Excellent communication skills both written and verbal</li> <li>• Team player</li> </ul>	<p>M: Application/Reference/ Performance at interview</p> <p>D: Customer care skills/training</p>
Other requirements	<ul style="list-style-type: none"> <li>• Self-directed and able to work autonomously</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to work alone or as member of the multi-professional team</li> <li>• Committed to service development</li> <li>• Ability to work under pressure</li> <li>• Ability to adapt and respond to the changing needs of service</li> <li>• Physical qualities such as to meet the requirements of the role/clinical service with any reasonable adjustments</li> </ul>	
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## Additional information

### 1. Health and safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

### 2. Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

### 3. Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

### 4. Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

### 5. Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of



specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

## **6. Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

## **7. Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

## **8. Conflict of Interests**

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

## **9. Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

**Flu vaccination** – the Trust's expectation is that all patient-facing staff have an annual flu vaccination, provided free of charge by the Trust. Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should

challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

#### **10. No Smoking**

The Trust operates a smoke free policy.

#### **11. Professional Association/Trade Union Membership**

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.