



CAJE REF: 2019/0104

## VELINDRE UNIVERSITY NHS TRUST JOB DESCRIPTION TEMPLATE

### JOB DETAILS:

<b>Job Title</b>	Associate Practitioner (AP)
<b>Pay Band</b>	4
<b>Hours of Work and Nature of Contract</b>	To be completed on recruitment
<b>Division/Directorate</b>	Welsh Blood Service
<b>Department</b>	Laboratory Services
<b>Base</b>	To be completed on recruitment

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Laboratory Services Manager
<b>Reports to: Name Line Manager</b>	Section Leader
<b>Professionally Responsible to:</b>	Head of Department

<b>Accountable</b>	<ul style="list-style-type: none"> <li>• Do what you say you are going to do</li> <li>• Be personally and professionally responsible</li> <li>• Fulfil your role and deliver high quality outcomes</li> <li>• Feel empowered to take action and challenge inappropriate behaviour</li> </ul>
<b>Bold</b>	<ul style="list-style-type: none"> <li>• Be ambitious, innovative &amp; able to take decisive action</li> <li>• Choose to do the right thing &amp; not the easy thing</li> <li>• Have a 'Can Do' and proactive approach</li> </ul>
<b>Caring</b>	<ul style="list-style-type: none"> <li>• Be kind, respectful &amp; make people feel their views have been taken seriously</li> <li>• Be inclusive and equitable, valuing all contributions</li> <li>• Demonstrate excellence in clinical interventions</li> </ul>
<b>Dynamic</b>	<ul style="list-style-type: none"> <li>• Be agile &amp; flexible, responsive and adaptable to change</li> <li>• Be Innovative &amp; creative, always look for opportunities to improve</li> <li>• Positively engage with change, collaborative &amp; willing</li> <li>• Be resilient &amp; ready to adapt</li> </ul>

**Job Summary/Job Purpose:**

The post holder will be required to supervise and undertake Laboratory and Manufacturing duties in assigned sections within the Welsh Blood Service Laboratories.

The M&D AP will primarily support the manufacture and distribution of blood components from donated whole blood and act as a Supervisor for MLA or SATO staff.

The Automated Testing AP will primarily support the testing of donation and blood samples on Semi-Automated/Automated Analysers and act as a Supervisor for MLA and SATO staff

**DUTIES/RESPONSIBILITIES:****Communications**

Required to demonstrate effective communication and team working skills with colleagues in their own team/department and staff in other departments of the WBS, utilising a variety of communication methods such as telephones, e-mail and verbal.

Communicate, liaise and exchange complex technical information on a daily basis with peers and supervisors within the WBS.

Communicate, liaise complex technical information with external customers (eg Hospital Staff, contractors) regarding any issues, queries with stock management/hospital orders and/or equipment.

Use negotiating/persuasive skill where necessary with external customers regarding hospital orders, samples and stock management.

Along with MLA's/SATO's be the first point of contact for customer complaints that may be contentious and escalation where necessary. Problem solving being within scope of this job role.

Take active part in departmental meetings to include chairing morning huddles as and when required.

Work as a member of a team, valuing the contribution of others and forming co-operative working relationships with all colleagues.

**Leadership/Service Management**

Manage own work and take responsibility for completing it. Taking direction from senior staff as and when necessary.

Required to supervise, organise and provide guidance to the SATO and MLA staff providing clear instructions, supervision and allocation of duties.

Complete work within specified timescales.

Identify, plan and provide training to new or less experienced staff and students along with refresher training for existing staff.

Take responsibility for the smooth running of the laboratory in the absence of a Biomedical Scientist, escalating to senior staff when required.

Act as the first point of contact for troubleshooting and resolving queries/issues/complaints for internal and external queries, escalating to senior staff appropriately.

Identify own training development needs

Ensure appropriate prioritisation of workload and tasks.

Ensure appropriate allocation of workload to staff. Follow SOPs and policies.

Ensure correct application of procedures and escalate exceptions to BMS staff where necessary.

Required to have a relevant understanding of the principles of Good Manufacturing Practice (GMP) and its role in the WBS Quality Management System (QMS).

Follow departmental procedures, having the freedom to act within these established procedures within the scope of job role.

### **Service Improvement**

Make suggestions for improving services and procedures through the appropriate channels.

Participate in service improvement programs.

Comment and assist senior staff implement policies, procedures and practices within own working area.

Required to assist in validation of new equipment, techniques and development projects.

Report and escalate incidents and participate actively in any subsequent investigation

Expected to review and update simple SOPs within remit of job role.

### **Finance and Resources**

Ensure prudent use of resources and avoid waste where possible.

Maintain supplies for area of work, maintain stocks of disposable items as required.

Ensure the safe use of equipment while following operational instructions.

Reporting of any equipment failures and maintaining accurate equipment logs to record that servicing is performed to agreed schedules.

Ensure correct use of equipment within own area reporting any equipment failure to senior members of staff, resolving issues, trouble shooting and escalating further where necessary.

### **Personal and People Development**

Participate in PADR.

Identify own training requirements to BMS or line manager.

Support colleagues in their development.

Demonstrate competence in own tasks

Provide training to staff of all levels.

### **Information Processing**

Ability to use various IT systems.

Using the IT systems, accurate recording of patient demographic and sample numbers as well as other laboratory generated data.

Create, produce, analyse and interpret reports using IT software packages.

Read, understand and follow written standard operating procedures.

Required to maintain confidentiality of all information in accordance with information governance, records management.

Follow instructions from staff with the correct authority.

Work in a precise and accurate manner.

### **Health Safety & Security**

Follow organisational and department safety and security policies and procedures.

Be responsible for own health and safety and that of others.

Report health and safety incidents.

**Quality**

Maintain all required records following Good Documentation Practice.

Be aware and comply with the WBS Quality System.

Complete competency assessments.

Participate in departmental audits.

Undertake equipment testing when necessary.

Report any non-conforming blood components or incidents to senior members of staff.

Required to follow GDP (Good Distribution Practice) principles.

**Effort & Environment**

Work is predominantly laboratory based, with frequent use of laboratory equipment and machinery.

Daily exposure to low temperatures when using fridges and -40°C freezers to load and unload stock.

Required to handle controlled hazardous materials.

Concentration for frequent prolonged periods (eg operating laboratory equipment, data entry)

Frequent periods of moderate concentration while performing GMP critical tasks such as issuing hospital orders, loading/unloading/operating sample machines.

Competing demands and frequent interruptions from colleagues and external customers.

Frequent requirement for standing/sitting, sometimes in a restricted position along with frequent light/moderate physical effort.

Ensure the safe processing of blood, samples and packaging of blood products to hospitals. Provide technical services for hospitals.

Requirement to resolve issues raised by customer hospitals and or other laboratory staff.

Working within a laboratory with a small team of MLA/SATO staff to supervise.

Potential emotional effort may be required be as a result of urgent requirement to provide blood for difficult cases.

Highly developed physical skills, dexterity and accuracy are essential particularly when completing GMP critical tasks.

### **Laboratory Skills**

Managed rather than supervised and will be able to organise own workload accordingly.

Operate and maintain complex laboratory equipment dependent upon the area of work, to include but not limited to the following equipment (blood presses, centrifuges, Microbiology Analysers (both serology and NAT), blood grouping serology analysers, fridges and freezers).

Plan activities and organise workload for the SATO and MLA's when necessary.

Planning and organising activities, some of which may be ongoing (e.g. validation, batch acceptance of reagents).

Preparation of laboratory reagents and other laboratory solutions.

Operate and maintain laboratory equipment dependent upon the area of work.

Preparation of laboratory reagents and other laboratory solutions.

Maintain a clean and safe working environment following policy when disposing of all waste including all blood components.

Safe handling of blood and blood components.

Sample preparation, distribution and testing dependent upon the area of work.

Identifying problems and report accordingly.

Analyse and resolve issues with complex equipment, queries, and order discrepancies.

Troubleshooting complex issues to determine Root Cause.

Perform standard tests, process samples, equipment testing.

Producing various routine blood components for patients whilst following laboratory procedures for the safe handling of blood and blood components.

Perform technical and scientific procedures for the processing/testing/preparation of blood samples, blood components and distribution of blood components dependent upon the area of work.

Understanding of logistics and supply/cold chain management.

Manage stocks on a day to day basis ensuring stock rotation systems are maintained.

Identifying problems and reporting accordingly, analyse and resolve issues with complex and non-complex equipment.

Assist senior staff in the analysis and impact of incidents to determine escalation required.

Able to make decision in own area within job role, deciding which procedure to use following analysis, escalating to senior staff when necessary

Highly developed physical skills, dexterity and accuracy are essential particularly when completing GMP critical tasks; these include but not limited to, issuing hospital orders, pipetting, verification of blood components and samples.

Receipt deliveries onto department including but not limited to stores and samples and commercial products. Checking items against paperwork and storing goods in appropriate storage conditions.

Plan routine maintenance on equipment including but not restricted to freezers and cold rooms liaising with contractors where necessary.

Assist the BMS in the receipt/logging in of high value commercial products into the computer system and storing goods in appropriate storage conditions.

Able to deal with competing demands and frequent interruptions from colleagues and external customers.

Perform post maintenance checks/test on all equipment following engineer interventions completing appropriate documentation.

### **Flexible Working**

Support other departments in specific tasks following appropriate training.

Participate in variable laboratory working patterns as required by service needs.

**Job Title: Associate Practitioner****PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	HNC/HND in Biological Science or equivalent qualification or  Equivalent experience of working in a Blood Establishment or Hospital Laboratory	Knowledge of Good Manufacturing Practice(GMP) ECDL Science A level or Equivalent (including laboratory experience)	Application form and pre-employment checks
<b>Experience</b>	Experience of team working	Previous laboratory experience. Experience of working in a quality focussed environment. Experience of Leading a Team	Application form and interview
<b>Aptitude and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate information effectively both verbally and in written format in a clear and concise manner.</li> <li>• Able to understand and follow instructions &amp; perform basic calculations.</li> <li>• Ability to work as part of a team.</li> <li>• Able to keep clear &amp; accurate records.</li> <li>• Self-motivated, with ability to work under pressure &amp; to deadlines</li> <li>• Ability to focus for long periods.</li> <li>• Ability to work as part of a team.</li> </ul>		Interview



<b>Values</b>	Recognise the impact of own actions on others	Awareness of Trust Values	Application Form Interview References
<b>Other</b>	Ability to be flexible in accordance with exigencies of the service	Ability to speak Welsh at level 1	Application form and interview

### **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation 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.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the 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. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on 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.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Trust's Disciplinary Policy.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and

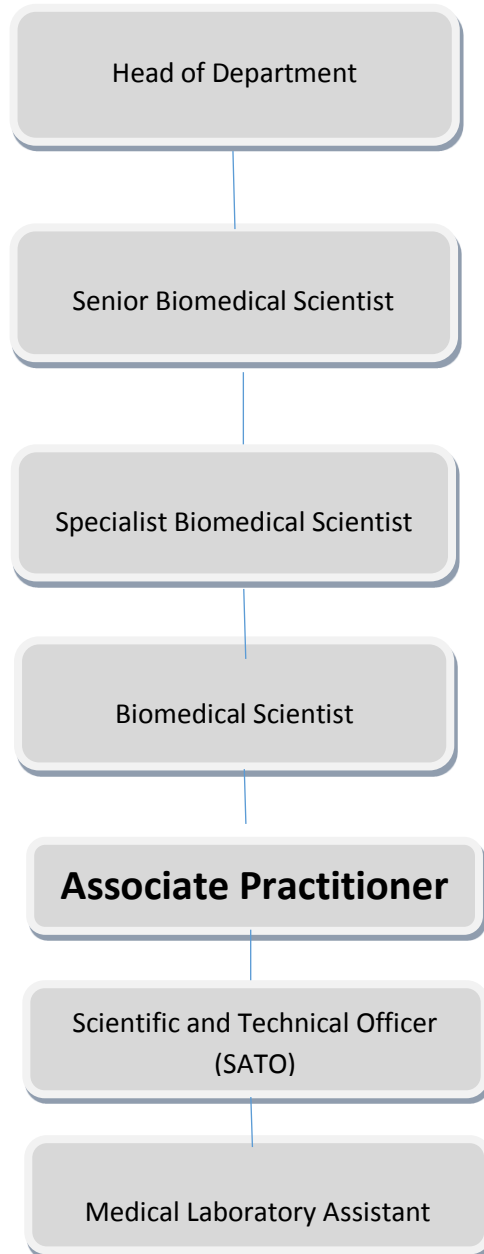
consistently observing the Trust's Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

**Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



**Job Title: Associate Practitioner**

**Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Handling of small objects, blood tubes, donations packs	Daily	Full Time	
Lifting blood/non clinical components storage and transport boxes, unloading/loading pallets, stock taking/rotation	Daily	During packaging of blood components for shipment to customers 1-4 hrs	

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentrating on specific tasks, eg labelling components, issuing components, running analysers, reagent production, running reports.	Daily	Minimum of 30 minutes, maximum 4-5hrs	Multiple tasks per day
Planning and allocating tasks to a team	Daily	10-20 minutes	Multiple tasks per day
Supervising a team	Daily	Full Time	

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Infrequent low impact emotional effort required	Rare	As Required	Intra staff relationships
Supervising Staff and Team Leading	Daily	Full time	Requires tact and persuasion
Resolving issues with staff	Daily	As Required	
Exposure to distressing/emotional circumstances are rare. No direct patient contact. Any exposure would be second hand via the hospitals.	Rare	Minimal	

## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Working in a GMP Laboratory	Daily	Full Time	
Working with Human Blood and Blood Components.	Daily	Full Time	Sealed in donation packs Blood Collection tubes with samples
Work with live bacterial cultures and high risk samples.	Daily	1-2 hrs	
Use of sharps	Daily	1-2 hrs	Bacti pouch Sampling



<b>Working with fridges and freezers (-40c)</b>	<b>Daily</b>	<b>1-3 hrs</b>	
<b>Working in non-air-conditioned environment</b>	<b>Daily</b>	<b>1-3 hrs</b>	
<b>Use of VDU</b>	<b>Daily</b>	<b>Half of shift</b>	