

# MEDICAL LABORATORY ASSISTANT (MLA) SUPERVISOR

## Candidate Pack



## Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

## Our Vision

"To provide excellent care for the communities we serve"

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## Our Values



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- The role focuses on supervising and supporting the Medical Laboratory Assistant team so that samples are handled safely, quickly and to a high standard.
- You will organise daily work, plan staff cover, and make sure samples move smoothly through the laboratory.
- You will train new and existing staff, help with appraisals, and keep clear and accurate records.
- You will handle patient samples and data carefully, follow all safety rules, and use laboratory equipment correctly after training.
- You will also speak with staff and service users in a polite and professional way, and report any problems to the supervising Biomedical Scientist.

## Job Description

<b>Job title:</b>	Medical Laboratory Assistant (MLA) Supervisor
<b>Grade:</b>	3
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Head BMS through Deputy Head BMS staff.
<b>DBS required:</b>	None

## JOB OVERVIEW

To be responsible for the day-to-day supervision of Medical Laboratory Assistants (MLAs) working in Clinical Biochemistry, Haematology and Blood Transfusion, assign staff to sections within these laboratories, identify the training needs of all staff under your supervision, and refer all matters outside your area of responsibility to the supervising Biomedical Scientist.

### Scope and range:

- You are required to supervise, instruct and train MLA staff to a level defined by your grade.
- You are expected to prioritise own workload and organise the day-to-day work activities of MLA team.
- You are expected to assist in the training and induction of new staff.
- You are expected to perform staff appraisals and make recommendations for further training and develop personal development plans, as appropriate.

- You are required to work under direct or indirect supervision at all times.
- You are expected to liaise professionally with other staff in Pathology and handle enquiries from external users of the service appropriately.

## **Main duties and responsibilities of the post-holder:**

The MLA Supervisor is expected to supervise and organise the MLA staff and perform a range of tasks of a similar nature and level of responsibility that contribute towards an integrated, diagnostic service. In particular you will:

- Be responsible for the deployment of MLAs into the various sections of the laboratories (Blood Transfusion, Coagulation, 'Send-Away', Reception, training, etc.)
- Ensure the smooth flow of samples through the Specimen Reception area and onto the initial stages of analysis.
- Be responsible for the rostering of breaks, and evening and Saturday morning working. Agree annual leave for all MLA staff, making provision for adequate cover in their absence.
- Follow tasks that are defined in writing, but may be communicated to you verbally by a member of staff supervising you.
- Assist in reception and initial handling of specimens, including labelling and distribution.
- Ensure that computer entry of Patient Details and test requests, and scanning of request forms are performed to a high standard, without delay.
- Be responsible for identifying problems with specimen identity.
- Load specimens and reagents onto automated analysers.
- Ensure that requests and reports are filed correctly.
- Ensure that specimens for referral to other laboratories are dealt with correctly.
- Answer the telephone for authorised results and other enquiries.
- Undertake training that is relevant to the post.
- Identify training needs for MLA staff and take a lead role in ensuring that training of existing staff is kept up to date, and to ensure that adequate protected time is available for training of new staff.
- Assist in the selection and induction of new MLA staff.
- Participate in the performance review of MLA staff.

- Maintain, where appropriate, accurate records of the work assigned to you.
- Assist in the achievement and maintenance of standards required by United Kingdom Accreditation Service (UKAS.)
- Understand and follow at all times health and safety instructions made clear to you in the course of your duties.
- Attend Team Briefings, Staff Appraisals, Statutory Training and any other mandatory commitments defined by the Trust.
- Make an effective contribution to maintaining cleanliness and good housekeeping, including maintaining local stock levels.

### **Systems and equipment:**

You may be required to use equipment in the course of your duties. You will be trained in its use, and be expected to understand and use it safely and competently (e.g. computer system, analyser, centrifuge,). The use of equipment will generally extend to its daily maintenance, e.g. stocked with reagents and maintained in a clean and uncontaminated state.

### **Decisions, judgements and freedom to act:**

You will routinely supervise and organise other MLA staff. You will be expected to refer any problems outside your scope of responsibility to the BMS supervising you. You will follow defined, written operating protocols, which may also be given to you verbally. You should recognise the clinical value of your work and the need for producing work of an accurate, high standard in a timely manner.

### **Communication and relationships:**

- You will observe confidentiality and disclosure of information at all times, in accordance with Trust policy.
- Whilst you liaise mainly with staff within the department, you may be required as part of your job, to respond to enquiries from other members of the Trust, and other organisations (e.g. GP practices, patients, company representatives). You are required to exhibit a cordial and professional telephone manner when doing this.
- You are encouraged to feed back constructive criticism in the course of carrying out your duties, especially following the development and introduction of new ways of working.

## Physical, Mental and Emotional demands of the post:

- There is a frequent requirement for light physical effort.
- Accuracy of data input and analytical performance is vital at all times.
- Prolonged concentration is an occasional requirement, concentration always being necessary when handling and processing patient samples and data.
- Unpredictable and rapidly changing work patterns are common.

## Working conditions:

- There is frequent exposure to infectious material.
- There is frequent exposure to uncomfortable working temperatures in the summer months, particularly when operating automated equipment.
- There is occasional exposure to solvents and toxic chemicals.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general education up to "O" Level / GCSE including Maths, English and Science (Grades A-C) or equivalent.</li> <li>• NVQ level 2, Clinical Laboratory Support or substantial experience as Medical Laboratory Assistant.</li> <li>• NVQ level 3 First Line Management, or substantial experience as a supervisor / team leader</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Substantial hospital laboratory experience</li> <li>• Substantial experience of acting as a supervisor / team leader.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of working within the NHS.</li> <li>• Understanding of the need for confidentiality and data protection.</li> <li>• Basic theoretical knowledge to support sample processing / analytical processes</li> </ul>	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Proficiency with Microsoft Office.</li> <li>• Accurate data entry and keyboard skills</li> <li>• Ability to pay close attention to detail</li> <li>• Excellent telephone manner.</li> <li>• Effective communication skills</li> <li>• Good interpersonal skills.</li> <li>• Good organisational skills</li> <li>• Good time management</li> <li>• Ability to exercise initiative.</li> <li>• Ability to work as part of a team and with indirect supervision as necessary</li> <li>• Ability to prioritise work and approach new tasks flexibly.</li> <li>• Able to identify service developments and implement solutions.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Professional attitude and approach to work</li> <li>• Punctual &amp; reliable</li> <li>• Diplomatic but Assertive</li> <li>• Flexible and adaptable</li> <li>• Energetic</li> <li>• Kind, courteous, tactful and discreet.</li> <li>• Willingness to learn.</li> </ul>	

## **General conditions**

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## **Health & Safety**

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## **Infection Prevention and Control**

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;

- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

