



MEDICAL LABORATORY ASSISTANT (MLA) SUPERVISOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

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

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Medical Laboratory Assistant (MLA) Supervisor
Band	3
Directorate	Pathology
Accountable to	Head BMS through Deputy Head BMS staff.
DBS Required?	No

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

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good general education up to "O" Level / GCSE including Maths, English and Science (Grades A-C) or equivalent. • NVQ level 2, Clinical Laboratory Support or substantial experience as Medical Laboratory Assistant. • NVQ level 3 First Line Management, or substantial experience as a supervisor / team leader • Proficiency with Microsoft Office. 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Substantial hospital laboratory experience • Substantial experience of acting as a supervisor / team leader. • Experience of working within the NHS. • Understanding of the need for confidentiality and data protection. • Basic theoretical knowledge to support sample processing / analytical processes 	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Accurate data entry and keyboard skills • Ability to pay close attention to detail • Excellent telephone manner. • Effective communication skills • Good interpersonal skills. • Good organisational skills • Good time management • Ability to exercise initiative. • Ability to work as part of a team and with indirect supervision as necessary • Ability to prioritise work and approach new tasks flexibly. • Able to identify service developments and implement solutions. 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Professional attitude and approach to work • Punctual & reliable • Diplomatic but Assertive • Flexible and adaptable • Energetic • Kind, courteous, tactful and discreet. • Willingness to learn. 	

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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 AND CYBER SECURITY

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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital