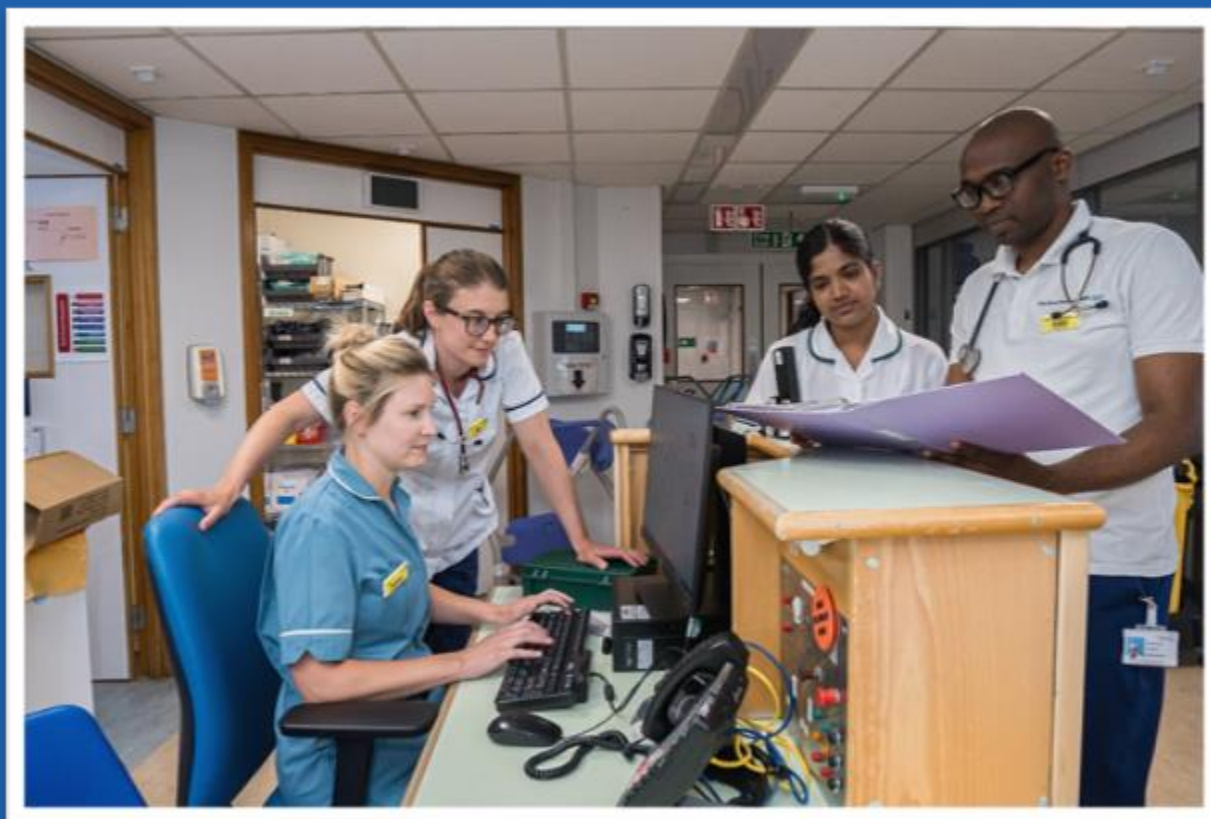


PHLEBOTOMY SERVICE DEPUTY MANAGER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



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.

- This job involves taking blood from adults and children in different places, such as wards, clinics, and the community.
- You will make sure all samples are labelled, recorded, and sent to the lab safely and on time.
- You will help train new staff, support the team, and help with rotas, meetings, and daily tasks.
- You will use different equipment and computer systems to do your work and keep records up to date.
- You will talk with patients, families, and staff, and help keep the working area clean and safe.
- You will work different shifts over seven days and keep your skills and knowledge up to date.

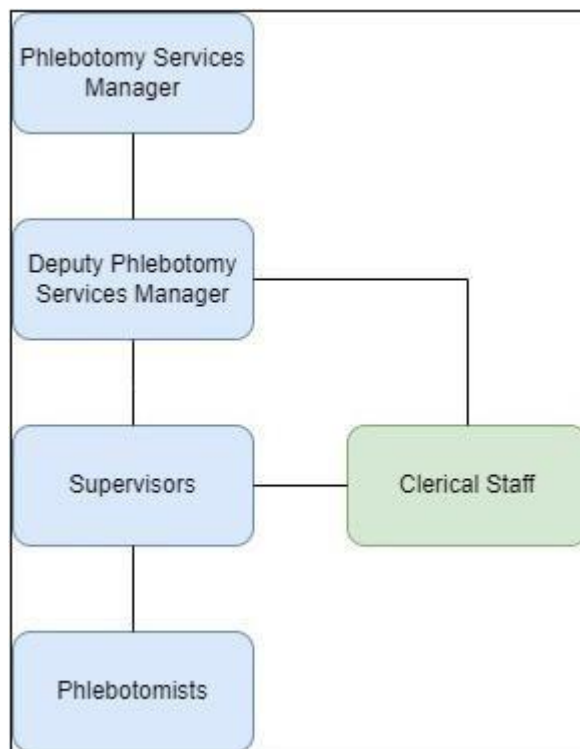
Job Description

Job title:	Phlebotomy Services Deputy Manager
Grade:	4(Subject to A4C banding)
Site:	The Princess Royal Hospital/The Royal Shrewsbury Hospital
Accountable to:	Phlebotomy Services Manager
DBS required:	Enhanced

Job Purpose and Summary

- To ensure that the Phlebotomy Service is provided and maintained in accordance with Trust policies and procedures, and in line with good Phlebotomy practice.
- To provide a phlebotomy service for adults and paediatrics

Organisational Position



Main Duties and Responsibilities

- Collection of blood samples by venepuncture from adults in community, wards, and outpatient setting.
- Collection of blood samples by venepuncture from children aged 12 months to 18 years.
- Correctly labelling all samples in accordance with SOP's.
- Collection of relevant statistics.
- Delivery of samples to the laboratory by hand, via the hospital vacuum air tube system, by portering staff and transport systems
- Sample point of care testing
- Understand and apply health and safety, clinical risk management and quality control responsibilities, as these relate to the performance of your duties.
- Support staff undertaking phlebotomy that requires special experience or expertise.
- Assist and support the Supervisors in the training of new team members.
- Assist in the provision and development of external training supporting team members
- Also training trainers.
- Assist in training and audit of trust staff who undertake venepuncture. And those who mentor them.
- Assist in the preparation of the daily rotas and assist in their management.
- Additional team management responsibilities i.e., Appraisal Return to work interviews.
- Assist with consumable stock.

- Assist in the preparation and presentation of team briefs and other departmental meetings.
- Work with the Phlebotomy Services Manager in the following areas:
- Assist with monthly rotas booking leave and compiling daily statistics
- The use of relevant Trust IT systems to record daily statistics and to trace patients.
- Assist with the maintenance and development of guidelines and protocols.
- Act as a link between the Phlebotomy Manager, Phlebotomy team and clerical staff
- Maintain a clean and tidy working environment.
- Midday, morning, or afternoon shifts- including weekends and Bank/Public holidays are allocated on a rota basis across the whole team.
- Shift working over 7 days
- There is occasional expectation to cover periods of absence by other members of the team.
- Through appraisal and liaison with the phlebotomy trainers, continually maintain and update skills, maintaining a personal record of achievement.
- Use the reporting system Datix
- Be able to use the booking system for appointments

Systems and Equipment

- Vacuum, butterfly, needle and syringe system of venepuncture.
- Lancet system of capillary blood sampling
- Use of the centrifuge
- Aerocom vacuum delivery system on wards
- Community based computerised booking system
- Other bases communication request system
- Phlebotomy chairs and Trolleys
- Tourniquets, PPE, and cleaning products
- Datix system
- Booked appointment system
- IT systems/P
- SAS Database
- Teletrack system

Financial and Physical Resources

- Uses resources efficiently and cost effectively

Communication and Relationships

- Liaise with ward, GP and clinic staff, laboratory staff patients, relatives, and visitors,
- Managers of departments and clinicians for whom we supply usual and specialist service.
- Each member of this team is expected to establish and maintain positive interpersonal mutual respect, consistent and visible support, and open and honest communication.

- Recognise and tolerate people's differences and recognise and report behaviour that undermines equality and diversity.

Physical, mental, and emotional demands of the post

- Requires speed, accuracy, dexterity, and concentration for prolonged periods.
- There is a requirement to maintain an up-to-date knowledge of all quality issues within the Department and relevant issues related to any new proposed tests, equipment or policies.
- You may assist in ensuring discipline is managed and maintained.
- You can expect daily disruption to your planned working day, which regularly introduces pressures on meeting deadlines.
- There may be occasional exposure to distressing and emotional circumstances.

Working Conditions

- Occasional requirement to work in a confined space.

Freedom to Act

- Follows broad occupational policies, protocols, and regulations (including relevant national guidelines). Asks advice as necessary but works independently,
- Works under the general supervision of the Phlebotomy services manager directly or by telephone, organising your own workload.

Communication and Relationships

- Follows broad occupational policies, protocols, and regulations (including relevant national guidelines). Asks advice as necessary but works independently,
- Works under the general supervision of the Phlebotomy services manager directly or by telephone, organising your own workload.

Personal/Professional Development

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

- Participate in statutory and mandatory training as appropriate to the post
- Maintain consistently high standards and professional standards
- 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, person objective setting and the creation of a personal development plan in line with KSF outline for the post.

Responsibility for Patient/Client Care

- Provides personal care to patients and offers advice, information, and guidance, where required.

Responsibility for Policy/Service Development

- Follows Standard Operating Procedures (SOP's) and assists in developing guidelines and protocols.

Responsibility for Financial and Physical Resources

- Responsible for the safe use of Point of Care equipment (e.g., Haemocue Coag-u-Chek), Phlebotomy equipment and centrifuge.
- Assists with stock control.

Responsibility for Human Resources

- Responsible for the deployment of staff and their day-to-day management. Post-holder assists with training and has a role in its provision and development outside the department

Responsibility for Information Resources

- Regular user of T-Quest (electronic requesting) and Telepath (Pathology computer system). Required to report Datix incidents and is a user of the ESR system for reporting sickness absence. Postholder will need to be proficient in the use of Microsoft Word and Excel.

Responsibility for Research and Development

- Ability to compile daily statistics and audit of staff performance.

Freedom to Act

- Organises own workload. Work is managed rather than supervised. Follows Trust and departmental protocols.

Physical Effort

- Significant amount of bending and walking associated with the phlebotomy. Seated, when compiling daily statistics or when in telephone contact with patients or hospital staff. Uses a phlebotomy trolley.

Mental Effort

- Ability to concentrate for long periods of time when performing venepuncture, particularly with vulnerable adults and children. A session may last all morning or all afternoon.

Emotional Effort

- There will be occasional exposure to distressing or emotional circumstances.

Working Conditions

- Occasional requirement to work in a confined space and exposure to body fluids and foul linen when in a ward environment.
- Post-holder will be exposed to occasional verbal abuse.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • English, Mathematics, Science to GCSE level (Grade 9 – 4) • Trained to a diploma level in a healthcare setting. Some experience of management, including managing change and problem solving; experience of phlebotomy. 	
Experience	<ul style="list-style-type: none"> • Experience at management level e.g., HR management, performance management, project management • Evidence of achieving challenging targets. • Relevant practical experience in an administrative role. • Teaching, advising and supervising staff. • Managing / supervising teams. Management of complaints. • Personnel procedures e.g., professional conduct, disciplinary, sickness and absence. • Management of health and safety. • Basic understanding of management of a budget. 	
Knowledge and skills	<ul style="list-style-type: none"> • Effective communication skills, written & oral. • Ability to build strong working relationships • Managing people and difficult situations fairly, effectively and efficiently. • Understand boundaries, when to refer difficult situations. • Liaise with users of the service as this affects the service and its development. • Good prioritisation skills. • Negotiating and influencing skills. • Leadership skills. • IT skills including data gathering and manipulation. 	

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.

