

PHLEBOTOMY SUPERVISOR

Candidate Pack



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 role involves taking blood samples from adults and children aged 12 months and older.
- You will work in hospitals, clinics, and the community, helping to label and deliver samples safely.
- You'll help train new staff and support your team with planning and supervision.
- You'll use different tools and systems to do your job well and keep things clean and organised.
- You'll work different shifts, including weekends and holidays, and may be asked to cover for others.
- You'll need to follow safety rules, work carefully, and keep learning new skills.

Job Description

Job title:	Phlebotomy Supervisor
Grade:	Band 3
Site:	This is a cross site working post to include The Royal Shrewsbury Hospital, Whitchurch Community Hospital, The Princess Royal Hospital and the Community Diagnostics Centre
Accountable to:	Deputy Phlebotomy Services Manager
DBS required:	Enhanced

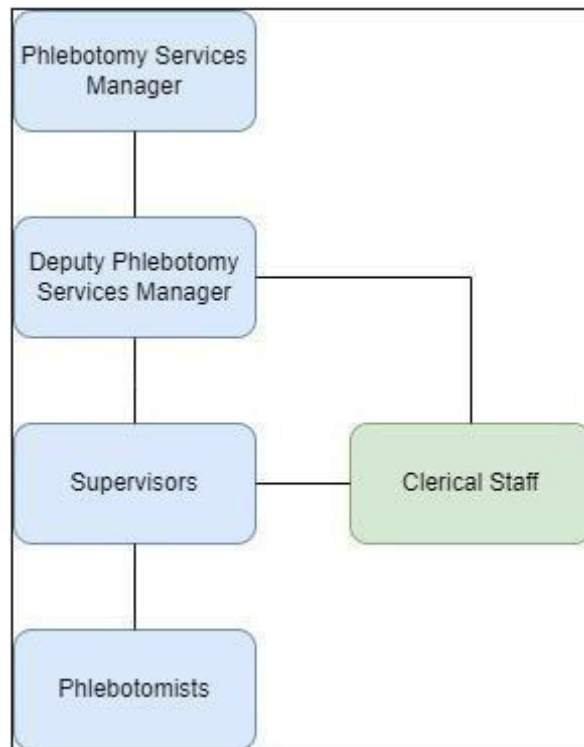
JOB PURPOSE AND SUMMARY

This job description describes the core functions of the post and the level at which you are intended to perform.

Role Summary

- To provide a Phlebotomy service for adults and paediatrics

Organisational Chart



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.
- Recording and labelling of samples in accordance with SOP's.
- Collection of relevant statistics and entering relevant databases.
- Delivery of samples to the laboratory by hand, via the hospital vacuum air tube system, by partnering staff and transport systems
- Understand and apply health and safety, clinical risk management and quality control responsibilities, as these relate to the performance of your duties.
- 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.
- 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.

- Organising Rotas for all shift patterns for wards, outpatients, and community.
- Supervising phlebotomists /booking team/volunteers
- Updating statistics
- Day to day supervision of the department with assistance from the deputy manager/manager when required.

Training

- Training new staff using Vacuum, butterfly, needle, and syringe system of venepuncture
- Training all staff in obtaining blood through Capillary sampling
- Assisting with Inductions
- Assisting with carrying out annual competencies for all staff in the phlebotomy department collecting blood samples by venepuncture or Capillary.

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
- 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,
- Each member of this team is expected to establish and maintain positive interpersonal mutual respect, consistent and visible support, and open and honest communication.
- The post holder will ensure that there is effective communication throughout the Phlebotomy team and the wider community.
- The post holder will encourage and motivate members of the team.
- The post holder will support newly trained staff.
- The post holder will communicate effectively with senior and clinical colleagues within the trust and community.

- Prioritise and plan workload and communicate own work priorities within the team. Demonstrate flexibility in performing own work priorities within the team context.

Physical, mental, and emotional demands

- Requires speed, accuracy, dexterity, and concentration for prolonged periods.

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 supervisors, Deputy Manager or Phlebotomy services manager directly or by telephone, organising your own workload.

Personal/Professional Development

- To attend statutory and mandatory training as required.

Person Specification

	Essential	Desirable
Qualifications	• Evidence of a good level of general education including GCSE's • NVQ Level 2 qualification • In Math's and English grades 9 - 4 (or equivalent). • Phlebotomy Competence certificate	• Experience working in a hospital • Experience working in a phlebotomy department • First Aid certificate • ECDL or equivalent • NVQ Level 3 or the equivalent level of experience in a relevant role
Experience	• Experience in a general phlebotomy department • Experience in a supervisory role • Attention to detail	• Experience in phlebotomy mentoring • Experience of paediatric venepuncture
Knowledge and skills	• Good written and verbal skills • Good level of interpersonal skills with all age groups	
Other	• Flexibility around shift patterns • Able to meet travel requirements	

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 and 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

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. 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 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.

