Role Description: Phlebotomy Service Volunteer

Responsible to: Phlebotomy Service Co-Ordinator

Accountable to: Board of Trustees

Role Outline

The Phlebotomy Department is one of the busiest areas in the hospital, with the blood clinic receiving over 300 patients a day
By volunteering in this role, you will ensure there is an orderly flow of patients into the clinic, with patients knowing where they are in the queue and how many people are in front of them.

Learning and development

To ensure you have the skills and knowledge required for this role, you will need to complete around 5 hours of induction, training and development within the first 4 weeks. At the induction you will receive a copy of the Volunteers Handbook which contains a summary of UHCW Policies and procedures.

Desired Skills/Experience required

- With so many people coming into the Department each day it is essential that volunteers have a calm and friendly manner at all times.
- Good communication and interpersonal skills
- Ability to work with others as well as independently
- An ability to learn the lay-out of the hospital well
- A commitment to improve the patient's experience of their time in hospital

Time Commitment

The blood clinic operates from 08:05am to 4:45pm, Monday – Friday.

Shifts are Monday to Friday, 9-11am, 11-2pm and 2-4.45pm. We would prefer volunteers to commit to at least one shift per week or fortnight of 2/3 hrs, with a minimum commitment to the role of 6 months

Always ensure you are aware of your shift time and arrive in good time. If you are unable to attend, please try to obtain a replacement by swapping with a colleague on the rota. If this is not possible, inform the Phlebotomy Service Co-ordinator as soon as possible and the department.

Please advise the Service Co-ordinator of any planned long-term absences

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General Volunteer Responsibilities:

- All volunteers will be required to attend mandatory training sessions together with an induction programme and role specific training and comply with this training. We will provide on-going updates and information at regular intervals whilst you are volunteering with us
- Always sign in and out of your shift for Health and Safety requirements and to ensure attendance records are accurate
- Volunteers must certify that there has been no change, or advise of any change there has been, to their DBS or health status on an annual basis
- You must ALWAYS wear an identity badge and uniform.
- Volunteers must conform to all Trust policies and procedures that they are made aware of
- Report any accident or issues arising on duty to a member of hospital staff
- Be accountable for upholding the values of Friends of St Cross and be responsible for your own attitude and behaviour
- Respect patient confidentiality at all times.

Key Tasks

- Welcoming patients to the Blood Clinic.
- Checking that the patient has booked an appointment on the list provided by the Blood taking Team and that they have the Bloods request form.
- Ask patients who have arrived more than 5 minutes before their appointment time to wait outside the department until 5 minutes before their appointment.
- Checking with the receptionist if patients not on the list have been given an Urgent appointment.
- Advise patients that appointments need to be booked on line if they haven't got an appointment.
- Direct patients to other departments/wards if required.

Diversity

Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy

Safeguarding

The Trust is committed to ensuring the safeguarding of vulnerable adults/children in our care. All employees/volunteers are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate

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What can you expect from us?

You will be fully supported by the Board of trustees and other service coordinators.

Operations Procedure

- Ensure you have washed your hands, tied back long hair and are bare below the elbow
- Prior to starting your shift, check the Communications Board or speak to the Supervisor to see if there are any changes to process
- Ensure the working area is clear of trip hazards (volunteers should position themselves in front of the kiosks and not behind them) Clean the screens on the kiosks using wipes provided from the Clinic
- Record any issues with the screens in the SwiftQueue Communication Book, ensuring you record the date and time of the issue and your name (The SwiftQueue log book is kept in the office. It's important to report the issues so that they can be rectified)
- For out of area patients or patients that are scheduled for a procedure the next day and if the system has shut down, please inform the Supervisor that you have a patient that requires a blood test after hours.

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