MODERN APPRENTICESHIP
Laboratory Sciences

- Biochemistry
- Microbiology
- Haematology
- Pathology
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The current vacancies for the Healthcare Sciences Support Worker (Medical Laboratory Assistant) apprenticeships are only open to those applicants aged 16-24 years. This is because the funding attached to apprenticeship frameworks is limited to this age group and therefore we are unable to accept applications which do not meet this age criteria.

In order to apply you must have a minimum of

- 2 Highers in Chemistry and Biology at pass level

Or

- An NC in a Science Subject (SCQF Level 6)

During the MA programme you will be working towards achieving an SVQ 3 in Laboratory and Associated Technical Activities (industrial Science) and an HNC in Applied Sciences (SVQF Level 7).

If you already hold these qualifications please apply for our Band 3 Medical Laboratory Assistant Vacancies – click here

- Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting will include meeting the minimum educational qualifications for application along with evaluation of Sections Two and Three of the application form.

- You should ideally complete your application electronically and submit via email to modern.apprentice@ggc.scot.nhs.uk. (In the event you are unable to complete an electronic application then please refer to Page 12 of this Information Pack for guidance on postal applications).
What is a Modern Apprenticeship?
Modern Apprenticeships offer the opportunity of gaining skills and qualifications that will help to start your career. A modern apprentice has the chance to be in paid employment and work towards a recognised vocational qualification at the same time.\(^1\)

How long will it last?
If successful in your application to NHS Greater Glasgow and Clyde you will be employed on a Fixed Term three year contract.

During your apprenticeship you are expected to attend regular reviews to discuss your progress and development needs, and are expected to stick to the agreed training plan. This includes attending internal and external training and taking responsibility, with support, to collect the evidence required that proves competence in the job role.

Will I be working to a Job Description?
Yes. You will work to the standard Medical Laboratory Assistant (MLA) Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at MLA level on appointment.

What will I be doing?
For this role you will be required to rotate across three Glasgow and Clyde Hospital Sites working in four laboratory departments. These rotations are listed in no particular order and where possible a candidate’s home location will be considered when allocating a base for your first rotation.

Click the links to view travel and other useful information or visit [www.nhsggc.org.uk](http://www.nhsggc.org.uk) and click on the link for Hospitals & Visiting Times

- Microbiology Department based at [The Royal Alexandra Hospital, Paisley](http://www.nhsggc.org.uk)
- Biochemistry Department based at the [Glasgow Royal Infirmary](http://www.nhsggc.org.uk)
- Haematology Department based at the [Southern General Hospital](http://www.nhsggc.org.uk)
- Pathology Department based at the [Southern General Hospital](http://www.nhsggc.org.uk)

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\(^1\) [http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx](http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx)
Each rotation will last a period of 6 Months and during that time you should expect to be trained and supported to carry out the main duties as outlined in the attached job descriptions. An example of one rotation would look like this:

- Home Laboratory – 6 months
- Pathology – 6 months
- Haematology – 6 months
- Microbiology – 6 months
- Biochemistry – 6 months
- Home Laboratory – 6 months

A modern apprenticeship isn’t just about working; you need to be committed to learning too. During this period you would be expected to work as a member of our staff but also work towards an SVQ qualification and an HNC in Applied Science. As well as working you will be required to agree to a training / development plan and attend meetings with trainers, assessors and verifiers as required. In addition whilst undertaking the HNC component of the programme you will be required to attend Glasgow Clyde College on a day release basis for 2 years. Engagement with the workplace SVQ process, college attendance and satisfactory course progression is mandatory.

You will be an employee of NHS Greater Glasgow and Clyde and therefore also expected to observe the same Terms and Conditions of employment that all our staff do and be subject to the same policies and procedures.

**Does working in a laboratory mean I will be dealing with patients?**
No but you will be dealing with blood and tissue samples and bodily fluids including urine and faeces which have been sent to the department for testing.

**Will I be paid?**
Yes. This Modern Apprenticeship will pay you a minimum of 65% of the maximum annual salary for role. This calculation is based on an NHS Payscale called Annex U designed specifically for trainee programs. To find out more about NHS Payscales and Annex U visit [www.paymodernisation.scot.nhs.uk](http://www.paymodernisation.scot.nhs.uk) or click the link.

**Based on 2014/2015* pay Scale your salary over the three year period will be**

- **Year 1:** Agenda for Change Band 3 (65%) Annex U £12,624.20
- **Year 2:** Agenda for Change Band 3 (70%) Annex U £13,787.60
- **Year 3:** Agenda for Change Band 3 (75%) Annex U £14,451.00

*The NHS Pay scale changes annually, figures quoted above are based on the 2014/2015 pay scale.*
What is a Modern Apprenticeship Framework and where does an SVQ fit in?
A Modern Apprenticeship Framework is a document that describes the minimum standard of competence defined by employers for a given role. Frameworks identify relevant SVQ (or alternative competency based qualifications), core skills e.g. communication, numeracy and any industry specific training that might be required.

More than 70 different Modern Apprenticeship Frameworks have been developed in Scotland\(^2\).

A Scottish Vocational Qualification (SVQ) is a qualification that shows that you are able to perform a job to nationally recognised standards. SVQs are made up of Units, each one of which describes an aspect of the job. You are expected to work your way through all of the Units attached to your job role. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work related evidence. You will be assessed on the skills you use every day in your job.

What qualifications will I hold when I complete the Modern Apprenticeship?
This post reflects the following Modern Apprenticeship Framework:

- **Life Science and Related Science Industries**

Visit [http://www.sqa.org.uk/sqa/69343.html](http://www.sqa.org.uk/sqa/69343.html) or click the link

Successful completion of the program results in an SVQ 3 in Laboratory and Associated Technical Activities (Industrial Science) and an HNC in Applied Sciences (SVQF Level 7).

What happens at the end of the Modern Apprenticeship?

On successful completion of your Modern Apprenticeship (and SVQ qualification) we hope to support your transition into permanent employment within the organisation.

\(^2\) [http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx](http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/ma-frameworks.aspx)
# Selection Timetable

<table>
<thead>
<tr>
<th>Recruitment Stage</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Session – your opportunity to find out more about Laboratory Sciences and the MA Program, meet the teams and to tour the laboratories. <strong>Places are limited – please email <a href="mailto:Central.BookingService@ggc.scot.nhs.uk">Central.BookingService@ggc.scot.nhs.uk</a> by Monday 11th August to secure your place</strong></td>
<td>Friday 15th August 2014 2:00 pm or 3:30pm, Laboratories building Southern General Hospital <a href="#">Click for Travel Info</a></td>
</tr>
<tr>
<td>Closing date for application submission</td>
<td>12 noon Friday 22nd August 2014</td>
</tr>
<tr>
<td>Applications Assessed and candidates selected for Interview</td>
<td>Process completed by 12th September 2014</td>
</tr>
<tr>
<td>Interviews Commence</td>
<td>Interviews take place Week commencing Monday 6th October 2014</td>
</tr>
<tr>
<td>Interview outcome notified to Candidates</td>
<td>Conditional Offers issued Week Commencing Monday 13th October 2014</td>
</tr>
<tr>
<td>Contracts issued to those who have successfully completed pre employment checks</td>
<td>By 30th November 2014</td>
</tr>
<tr>
<td>Successful candidates commence employment</td>
<td>January 2015</td>
</tr>
</tbody>
</table>
I’ve never worked as an MLA before so how do you know I have the skills you are looking for?
We will supply you with Job Description which includes at Section 12 the educational qualifications, skills, knowledge and experience that you must have to be able to do the job.

The Job Description will specify:

- **Essential Criteria** - the minimum level of qualifications, skills, knowledge and experience that is needed to do the job.
- **Desirable Criteria** - what qualifications, skills, knowledge and experience that will enable someone to perform more effectively

There are a number of questions in the Application Form which will ask you why you think your educational qualifications and skills are relevant to the Modern Apprenticeship vacancy.

You should carefully read ALL sections of the Job Description to help you compile your response to ensure you give evidence that matches the criteria on the person specification. You should also consider booking a space at our information event which will provide the opportunity to learn more about the role and speak with departmental staff.

**How do you decide who to interview?**
We base our decision on who to interview by assessing the information you have provided and your responses to the questions asked in the application form.

If there are a large number of candidates who demonstrate on their application form that they meet the essential criteria then the shortlisting panel will also use the desirable criteria also when selecting candidates to interview for the post.

**How should I complete my application form?**
First make sure it’s the right application form! We can’t accept applications made on the NHS Scotland Application form and can’t accept CV’s. Click here to access the Modern Apprentice Application form

Before starting your application form please ensure you read the Job Description and Person Specification and part C How To Complete Your Application. To give you the best possible chance of selection please ensure you complete all sections of the application form with care and attention as incomplete applications will not be forwarded for shortlisting.
THE MODERN APPRENTICESHIP SELECTION PROCESS

Please do not send any other inclusions e.g. copies of qualification certificates, other award letters or CVs etc. If you are selected for interview we will let you know what evidence we need you to provide regarding your educational qualifications.

Can I get help to complete the application form?
If you feel that you need some help to decide what would be useful to include in your application you should make contact with your local Careers Scotland office. One of the advisers there will be able to support you through the application process. Please visit their website at www.careers-scotland.org.uk/contactus or telephone 0800 917 8000 to find out where your local Careers Scotland Office is located.

Who should I ask to be a referee?
We know it might be hard for applicants to provide us with two referees if they have not worked before so that is why we will accept an educational reference from a teacher from your school. However, if you do have a current part-time job or have volunteered or worked before please also give us details of someone who can provide a reference for this.

It is important that you give us full contact details including an email address for this person AND that you ask the person for permission to use them as a referee before you submit the application form.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactory completing pre employment checks which include reference and an occupational health assessment.

When is the closing date for applications?
Your application must be submitted on or before 12 noon Friday 22nd August 2014 at the latest.

We will NOT accept late applications.
THE MODERN APPRENTICESHIP SELECTION PROCESS

Who will assess my application?
Your application will firstly be assessed by recruitment professionals who will ensure that you meet the minimum selection criteria (a minimum of 2 Highers in Chemistry and Biology at pass level OR an NC in a Science Subject SCQF Level 6). Applications that meet the minimum criteria are then passed to a shortlisting panel.

This panel will include at least two managers from the department hiring staff. They will be judging how well your application matches the selection criteria for the post. They will review the information you provide in relation to the educational qualifications, knowledge, skills and experience required for the post. The shortlisting panel will be looking for well presented, clear, concise information and any additional information that is interesting and highlights any additional skills and qualities you have over and above your educational qualifications.

When will interviews be held?
Interviews will be scheduled from week commencing 6th October April 2014. If you have been selected for interview you will be notified by letter, email or text of the date, time and venue for interviews.

Disability
The Disability Discrimination Act 1995 (DDA) defines Disability as follows “any physical or mental impairment which has a substantial adverse effect on a person’s ability to carry out normal day to day activities”. NHS Scotland is “Positive about Disabled People” as part of our continued commitment to extend job opportunities for people who are disabled. NHS Scotland operates a Job Interview Guarantee (JIG). All candidates who indicate they have a disability and meet the minimum criteria outlined within the person specification will be guaranteed an interview.

Please refer to Section Five of the Application Form entitled Declarations
What should I put in my application?
Before you complete the application form you should carefully read the job description and person specification.

You should take time completing the application form and ensure you do not leave it to the last minute. One standard application form means that everyone who applies is considered on the same basis.

It’s a good idea to gather all the necessary information e.g. your educational qualifications before you start to complete the application form.

Plan what information to include in each section of the application form and take note of the space provided which will give you an indication of how much information is required.

To stand the best chance of getting an interview you need to ensure that you carefully complete the questions in Section Three of the Application Form. In particular how you think your qualifications and skills match the requirements of the post and why you want to work in the NHS.

Highlight where possible in your application how your skills, personality or experience would work well with the duties listed in the job description that you will be trained to carry out. Do you have good attention to detail? Are you methodical in how you approach tasks? Are you good at managing lots of different tasks? What do you enjoy most about Biology and Chemistry? What practical experiments have you enjoyed?

In addition to your educational qualifications and skills you can highlight any achievements both in and outside school. If you have had work experience/work placements or participated in any voluntary/community projects you should include details in your answers to the relevant questions. Other examples might include any hobbies/interests you may have.

Don’t leave any sections blank – if a section isn’t relevant then write Not Relevant in the space. Incomplete or poorly presented applications will not be considered for shortlisting.

The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
Final Check

- Make sure you have included details of all your qualifications (including dates awarded)
- Make sure you include contact details for your Educational Reference(s) and Work/Character Reference, including email address for them. Don’t forget to ask their permission to use their details on your application form
- Make sure you check that your responses are checked for spelling and grammar and provide detail. It might be useful to get someone else to look over your application form for a second opinion in case you have made any mistakes.
- It is always useful to make a few drafts before you submit one you are happy with.
- Keep a copy of your final draft you submit. Remember if you are selected for interview it will be important to review the application you submitted as part of your interview preparation.
- And finally before you submit it check it one last time

How to submit your Application Form:
Applications should be completed electronically, saved and submitted by email to: modern.apprentice@ggc.scot.nhs.uk. Applications submitted by email will receive an automatic confirmation of receipt. If you have any problems submitting your application form please call NHS Greater Glasgow and Clyde Recruitment Service on 0845 3000 831

Applications should be returned by the closing date of 12 noon Friday 22nd August

Applications received after the closing date will not be considered for shortlisting

If you are unable to submit your application by email then please post your application with the correct postage well in advance of the closing date to the address below:

NHS Greater Glasgow and Clyde
Recruitment Service – Modern Apprenticeships
1st Floor The Modular Building
Gartnavel Royal Hospital
1055 Great Western Road
Glasgow G12 0XH

Note that applications with insufficient postage may not be delivered by the closing date.
Starting Salary
Agenda for Change Band 3 Annex U - £12,624.20 per annum

The Modern Apprentice posts are trainee posts under Annex U of the Agenda for Change. For further details on Agenda for Change visit www.paymodernisation.scot.nhs.uk

Fixed Term Contract Duration
For Agenda for Change Band 3 posts the duration of the post is fixed term for 3 years

Hours of Duty
37.50 Hours per week

Annual Leave
The annual leave entitlement in a full year commencing 1st April to 31st March is:
- 27 days (202.5 hours), rising to 29 days (217.5 hours) after 5 years’ service and
- 33 (247.5 hours) days after 10 years’ service. There are 8 (60 hours) Statutory and Public Holidays in each leave year (pro rata where applicable).

Superannuation Pension Scheme
If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can chose to opt out of the scheme. Employee’s contributions to the NHS Scheme are tiered based on your earnings and the employer’s contribution equates to 13.5 % of salary. Employees in the NHS Scheme are “Contracted-out” of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at www.sppa.gov.uk

Right to Work in the UK
We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment

Healthcare Support Workers
You will be expected to comply with the new NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers NHS Greater Glasgow and Clyde has in place an Induction Programme which new employees will be expected to complete in the first few months of starting the new post. As part of the Induction Process, you will be required to achieve Mandatory Induction Standards and Code of Conduct for Health Care Support Workers and these standards will be met through on the job induction programmes within NHS Greater Glasgow and Clyde that are core in supporting new staff.
Smoking Policy
NHS Greater Glasgow and Clyde operates a NO SMOKING Policy on all premises and grounds for staff and visitors.

Pre employment Checks
All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland), Eligibility to Work in the United Kingdom and Verification of Qualifications.

Car parking and travel to NHSGGC Sites
Like other NHS Boards across the country, demand for car parking on our hospital sites far outweighs availability. As a result, access to on-site parking is extremely limited and you will therefore need to find alternative ways of travelling to work if you are selected for the post.

All staff are entitled to apply for the following benefits on appointment:

- Interest free loan to purchase Zonecard’s - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde’s sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
- Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.

Learning and education
NHSGGC has an on-going commitment to learning and development through competency based training and individual personal development plans informed by the Knowledge and Skills Framework (summary guidance can be accessed via www.nhsggc.org.uk go to Career and Jobs, click Agenda for Change and select Knowledge and Skills Framework).

For more information about the benefits and discounts available to NHS Greater Glasgow and Clyde staff, visit www.nhsstaffbenefits.co.uk and www.nhsdiscounts.com
Job Descriptions

You will work to the standard Medical Laboratory Assistant (MLA) Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at MLA level on appointment.

You will be required to rotate across three Greater Glasgow and Clyde Hospital Sites working in four laboratory departments. These rotations are listed in no particular order and where possible a candidate’s home location will be considered when allocating a base for your first rotation.

Click the links to view travel and other useful information or visit www.nhsggc.org.uk and click on the link for Hospitals & Visiting Times

- Microbiology Department based at The Royal Alexandra Hospital, Paisley
- Biochemistry Department based at the Glasgow Royal Infirmary
- Haematology Department based at the Southern General Hospital
- Pathology Department based at the Southern General Hospital
MODERN APPRENTICESHIP MLA - BIOCHEMISTRY

1. JOB IDENTIFICATION

Job Title: Medical Laboratory Assistant
Responsible to: Head of Technical Services
Department: Biochemistry – North Glasgow
Directorate: Diagnostics

2. JOB PURPOSE

The role of a Medical Laboratory Assistant is to provide technical support to the Biochemists and other laboratory staff within the department. You will carry-out pre-analytical preparation of specimens under the direction of the reception supervisor in an accurate and efficient manner.

When to allocated to the Reception area of the laboratory, you will undertake duties in that section under the direction of the Reception Supervisor

You will be Directly responsible to the Reception Supervisor, accountable to the Laboratory Manager

Given the volume and highly specialise nature of some of the tests performed the correct receipt, identification and pre-analytical preparation of samples is crucial.

Each MLA at GRI will on average process approximately 400 samples per day including those for specialist tests. The samples will be mainly blood or urine but will include other body fluids and faecal matter.

3. ROLE OF THE DEPARTMENT

The Department of Clinical Biochemistry at Glasgow Royal Infirmary is one of the largest in Scotland and indeed the UK offering a repertoire of >150 tests.

A routine Biochemistry service is offered on a 24/7 basis by means of a shift rota with participation from suitably trained MLA staff covering until 0900-2000 Mon-Fri and Weekend mornings
5. SCOPE AND RANGE

The department receives over 1 million samples per annum and performs over 10 million tests covering both routine Core Biochemistry service and Specialist services including

- Scottish Trace Element and Micronutrient service
- Specialist Endocrinology
- Specialist Lipids
- Gastrointestinal Biochemistry
- Specific Proteins/Electrophoresis
The laboratory also acts as a secondary and tertiary referral centre for Glasgow, Scotland and beyond.

The department has an excellent record of attracting external research funding and continues to publish extensively in all its specialist areas. One of the Professors is Research Director for the whole of the Board Area.

6. MAIN DUTIES/RESPONSIBILITIES

- Will work under supervision at all times to strict protocols and guidelines.
- On receipt of patient samples ensure that they are correctly and uniquely identified.
- Centrifuge samples, according to standard operating procedure.
- Separate, aliquot and dilute samples, in preparation for analysis.
- Receive patient samples via the pneumatic tube system, and return carriers to wards.
- Cleaning and sterilization of Reception benches and Centrifuges.
- Carry out and document all maintenance procedures associated with Reception.
- Measure, aliquot, and dispose of 24hour urines.
- Undertake the storage of specimens, and safe disposal of all biological specimens as per agreed health and safety regulations.
- Check Reception fridge and freezer temperatures daily.
- Prepare send away lists and package samples leaving the department.
- Receives and prepares complex samples for clinical studies.
- Answer telephone enquiries efficiently and politely.
- Have a general understanding of health/safety issues, and comply with current health and safety regulations.
- Keep records of all samples and purchase orders required for referred tests.
- Process all external quality control samples in preparation for analysis.
- Receive goods into the department and complete all necessary paperwork.
- To work within the Standard Operating Procedures of the department.
- Be able to participate in the MLA staff duty rota for work carried out after 5pm and at weekends.
- Carry out instructions of the Reception Supervisor and other tasks as required.
### 7. SYSTEMS AND EQUIPMENT

- Have the ability to use laboratory computer system Telepath (LIS)
- Be able to use the sample storage systems to store and locate samples.
- Be able to use Centrifuges and tube de-cappers.
- Be experienced in the use of the hospital wide Pneumatic Tube Transfer System for laboratory specimens.
- Be able to use Adjustable Pipettes and Balances.
- Be able to use Printers
- Be able to use Photocopiers.

### 8. DECISIONS AND JUDGEMENTS

- Prioritise own workload.
- Work under supervision as part of a team to defined protocols and guidelines.
- To sort samples by hand, into appropriate categories for analysis, when automated tracking system is not operational
- Respond to telephone enquires from within and outwith the hospital within the limits of of the post.
- Solve errors and problems within the scope of the job relating to patient requests and reports, some of which require analysis and judgement acquired through practice and experience. eg sample suitability
- Have responsibility to report all clinical and non-clinical accidents or incidents promptly to the Reception Supervisor, and, when requested, to co-operate with any investigation undertaken.
- To guide both MLA and BMS staff not fully trained in reception processes.
- Whilst working to guidelines be able to use own initiative in deciding suitability of sample for analysis.

### 9. COMMUNICATIONS AND RELATIONSHIPS

- Communicate with all grades of laboratory, nursing and medical staff regarding matters within the scope of the job.
- Communicate with porters and taxi drivers delivering samples to the laboratory.
- Answer telephone queries regarding Reception issues.
- Assist visitors to the laboratory by providing directions to laboratory areas and members of staff.
- Be able to communicate correct laboratory procedures to anyone making an enquiry with reference to the Laboratory Handbook
10. PHYSICAL DEMANDS OF THE JOB

- A high degree of speed and accuracy is required in handling and identifying the patient samples.
- The repetitive nature of the job requires good hand and eye co-ordination.
- A high level of concentration is required for prolonged periods of the working day.
- Required to stand or sit for long periods of time.
- Requirement for manual handling of boxes and packages of various size and weight.
- Continual exposure to bodily fluids, blood, urine and faeces.
- Required to work in areas with noise, poor lighting, poor air conditioning, and overcrowding.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Maintaining concentration throughout the working day, when dealing with very high workloads in a repetitive job.
- Coping with external disturbances e.g. telephone enquiries, dealing with visitors.
- Requirement to handle unpleasant, pathogenic and highly infectious body fluids, following laboratory policies and procedures.
- Covering for colleagues on annual or sick leave.
- Coping with the constant changes made by the demands of the service.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

**Essential**

Evidence of good numeracy and literacy skills required.
Extensive knowledge of computer input data codes, acquired through on-job training and experience.
Basic computer knowledge.
Good keyboard skills.
Accuracy in all aspects of assigned duties.
Ability to work as part of a team in a busy Reception area.
Possess good verbal communication skills.
Possess good telephone manner.
Requires vocational training to learn all aspects of the job (approx. 2 years).
Participate in an annual joint review that includes consideration of laboratory objectives and plans, training and personal development.
Required to learn the correct terminology appropriate to Medical laboratories of all disciplines.
1. JOB IDENTIFICATION

**Job Title:** Medical Laboratory Assistant  
**Responsible to:** Head of Technical Services  
**Department:** Microbiology Department, Clyde Sector  
**Directorate:** Diagnostics

2. JOB PURPOSE

Medical Laboratory Assistants work under the supervision of a HPCP Registered Biomedical Scientist (BMS) (although supervision is not always direct) to assist in the processing of specimens and carry out work in support of the technical and scientific staff of the Microbiology Department.

These duties will include specimen reception, waste disposal and stock control.

3. ROLE OF THE DEPARTMENT

The Microbiology Department at Royal Alexandra Hospital processes around 250,000 specimens per annum using the latest technology.

The Microbiology service is offered by means of an extended working day, 7 days a week. This is provided through a shift rota with participation from suitably trained MLA staff covering until 0900-2000 Mon-Fri and 0900-1700 on weekends.

Due to its proximity to Glasgow Airport the laboratory is often the first point of contact for patients with exotic infections.

The primary base will be the Microbiology Department at Royal Alexandra Hospital, Paisley, however postholders may be required to relocate at short notice to other laboratories or disciplines to support services elsewhere if required.
4. ORGANISATIONAL POSITION

- SECTOR LEAD
  CONSULTANT MICROBIOLOGIST

- TECHNICAL SERVICES MANAGER

- SITE MANAGER

- MEDICAL SECRETARIES

- SECTION HEADS

- BMS 1 SPECIMEN RECEPTION

- MEDICAL LABORATORY ASSISTANTS/CLERICAL STAFF

THIS POST
5. SCOPE AND RANGE

The Microbiology Department provides a comprehensive range of tests for the presence of a wide range of pathogenic organisms and to test their susceptibility to antibiotics:

- MRSA and other resistant organisms including ESBLs
- Clostridium difficile
- Helicobacter pylori
- Salmonella, Shigella and other causes of diarrhoeal illness including intestinal parasites
- Organisms causing septicaemia and meningitis

6. MAIN DUTIES/RESPONSIBILITIES

- Media preparation
- Preparation, aliquoting and sterilising media.
- Dispensing chemicals, reagents etc for use in the laboratory and hospital wards.
- Testing and Quality Control inspections of media before use.
- Waste Disposal
- Sterilisation and disposal of waste, including infectious waste.
- Replacing laboratory waste disposal containers.
- General
  - Conforming to established policies, codes of practice, Health and Safety and risk management procedures, and Standard Operating Procedures in force within the department.
  - Providing assistance to state registered members of staff to ensure the efficient operation of the laboratory including moving boxes and gas cylinders, moving cultures from incubators to the workbench and general delivery duties.
  - To discharge the legal responsibilities of an NHS employee, including the maintenance of patient confidentiality.
  - To attend educational and training courses as required by the department to maintain development to current standards.
  - To participate in regular laboratory meetings, to ensure effective service delivery.

The above list of duties may be subject to change as part of a personal development programme or, with the agreement of the post-holder, as the service dictates. Additional or increased duties may require re-evaluation of the post.
### MODERN APPRENTICESHIP MLA - MICROBIOLOGY

#### 7. SYSTEMS AND EQUIPMENT

- The post holder will work with the laboratory computer system to store patient, request and result data. He/she will also use electronic ordering systems and computers associated with analysers and will operate the analysers themselves including loading and unloading specimens, quality checks and first line maintenance. System security is ensured through the use of passwords.
- The job requires working with autoclaves, media steamers, pressurised gas cylinders and liquid nitrogen flasks. There is a requirement to ensure the safe and effective operation of these including raising matters of maintenance and basic troubleshooting.

#### 8. DECISIONS AND JUDGEMENTS

- The day-to-work is largely protocol based and the post holder will ask advice of the supervising BMS whenever problems are detected.
- Typical decisions or judgements include deciding the section of the laboratory where specimens should be tested.

#### 9. COMMUNICATIONS AND RELATIONSHIPS

- The post holder must foster and maintain good working relationships with colleagues in the Microbiology Department. A good telephone manner is required for dealing with enquiries from or with clinical or other staff from other departments.
- The post holder may be required to communicate sensitive information that must be accurate and may have medico-legal implications. It is not necessarily personally generated.

#### 10. PHYSICAL DEMANDS OF THE JOB

- The post holder will be seated or standing at the work bench for prolonged periods.
- Prolonged periods (up to 4 hours) of standing are required while working in the autoclave room.
- Checking the patient and specimen details on specimens and request forms require prolonged concentration. Keyboard skills are also required.
### MODERN APPRENTICESHIP MLA - MICROBIOLOGY

- Waste disposal involves moving heavy containers.
- Initial processing of specimens and sterilisation of waste require dealing with large volumes of material contaminated with pathogenic organisms.

### 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Maintaining concentration throughout the working day, when dealing with very high workloads in a repetitive job.
- Coping with external disturbances e.g. telephone enquiries, dealing with visitors.
- Requirement to handle unpleasant, pathogenic and highly infectious body fluids, following laboratory policies and procedures.
- Covering for colleagues on annual or sick leave.
- Coping with the constant changes made by the demands of the service.

### 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

**Essential**

- 3 Highers at Grade C or above, which should include either Chemistry or Biology together with Maths, or
- SVQ3 in relevant science subject, or
- Completion of modern apprenticeship in life sciences, or Completion of equivalent accredited education / learning
- Possess good verbal communication skills.
- Good telephone manner
- ability to use various computer systems
- Good keyboard skills
- able to work on own initiative
# MODERN APPRENTICESHIP MLA - HAEMATOLOGY

## 1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Medical Laboratory Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible to:</td>
<td>Head of Technical Services</td>
</tr>
<tr>
<td>Department:</td>
<td>Haematology and Blood Transfusion Department, South Glasgow</td>
</tr>
<tr>
<td>Directorate:</td>
<td>Diagnostics</td>
</tr>
</tbody>
</table>

## 2. JOB PURPOSE

The role of the Medical Laboratory Assistant (MLA) within Haematology and Blood Transfusion is to provide assistance to the Biomedical Scientist for provision of a laboratory service.

This is achieved through processing samples through specimen reception including dealing with queries from staff from other departments and external agencies, preparing samples for analysis, performing specific laboratory tests with senior staff available for reference and ensuring the safe disposal of clinical waste.

## 3. ROLE OF THE DEPARTMENT

The Haematology department processes approx. 550,000 requests per annum, which generates a workload of approximately 6 million tests. The Blood Transfusion department processes approx. 37,000 requests and issues approximately 33,000 units of matched blood or blood products, per annum.

A comprehensive service is provided with several specialised methods used in the laboratory. In addition, a voluntary out of hours service operates where Biomedical Scientists, if they chose to participate, would be expected to carry out, without supervision or the immediate availability of clinical, scientific or technical advice, any of the tasks for which they are trained. It is the nature of this 24-hour 365 days per year service that the work is of an urgent or emergency nature and often involves the more complex diagnostic tasks.
4. ORGANISATIONAL POSITION

**Laboratory Manager**
1 WTE
Cross-site responsibility

**Quality Manager**
1 WTE
Cross-site responsibility

**Site Technical Manager**
1 WTE

**Technical Manager**
1 WTE

**Senior Biomedical Scientist**
3 WTE

**Biomedical Scientist**
10 WTE

**Trainee Biomedical Scientist**

**Medical Laboratory Assistant**
3 WTE

**Site Technical Manager**
1 WTE

**Technical Manager**
2 WTE

**Senior Biomedical Scientist**
3 WTE

**Biomedical Scientist**
10 WTE

**Trainee Biomedical Scientist**

**Medical Laboratory Assistant**
3.5 WTE

THIS POST
MODERN APPRENTICESHIP MLA - HAEMATOLOGY

5. SCOPE AND RANGE

The Haematology/Blood Transfusion Department has sites at the Southern General Hospital, Victoria Infirmary and Yorkhill Hospital, which provide a comprehensive clinical diagnostic service to the primary, secondary and tertiary healthcare sectors, serving the population of Glasgow. The two South Glasgow hospitals have in the region of 1,500 acute beds and offer a wide range of clinical services including neonatal paediatrics, neurosciences (supra regional) and spinal injuries (national).

The Haematology/Blood Transfusion service covers approximately 40% of Glasgow’s population.

The Department supports point of care testing directly in wards and clinics and at local Health Centres e.g., anticoagulant and diabetes.

A staff of 58 provides services to approximately 40% of Glasgow’s population.

Approximately 75% of the investigations are carried out for hospital based patients and 25% for the General Practitioners.

Population screening programmes include Haemoglobinopathy screening and other investigations linked to programmes of health improvement across the country.

6. MAIN DUTIES/RESPONSIBILITIES

Policies and Procedures

- Adherence to policies and procedures relevant to all areas of work in accordance with Departmental, Directorate, Hospital and regulatory requirements. These would include the following:
  - All Standard Operating Procedures
  - Quality Management Policies
  - External Quality Assessment and Internal Quality Control
  - Laboratory and Hospital Health and Safety
  - Risk Management
  - NHSGG policies and current data protection legislation
MODERN APPRENTICESHIP MLA - HAEMATOLOGY

Scientific

- Work under the supervision of a State Registered Biomedical Scientist.
- Prepare samples for analysis and register the request, ensuring accuracy of sample identification and documentation.
- Centrifuge and separate samples into secondary tubes for testing.
- Organise samples for storage and retention in accordance with Department Policy and Procedure.
- Process samples being referred to reference laboratories out with the Hospital and accurately document these transfers with adherence to packaging and transport policy and procedures.
- May be required to prepare and assist with secondary testing e.g. making blood films.
- Loading and unloading samples onto automated analysers including recognition of samples requiring further tests according to Standard Operating Procedures.
- Manage time and resources effectively in carrying out all duties of the post.
- Transport blood stocks between hospital satellite fridges and laboratory.
- Monitor the return of traceability tags from wards throughout the hospital and collect any outstanding tags.
- Checking and recording of fridge temperature and fridge alarms on a daily basis, and notifying a senior member of staff if outwith the designated ranges.
- Store samples and file slide material.
- Carry out relevant administrative and clerical duties.
- May be required to wash glassware and pipettes.
- Prepare basic chemical solutions.
- Safe disposal of specimens and other consumables.
- Perform delegated duties as agreed with senior laboratory staff.
- Clean and disinfect reception benches and centrifuges daily and as required.
- Dispense liquid nitrogen, as required, to GP practices and hospital clinics.
- Receive, prepare and transport pathology specimens to Pathology department at the Southern General Hospital.

Administrative and Clerical

- Respond to questions and enquiries by telephone and in person. If unable to assist, direct enquiries to the appropriate staff member.
- Monitor stock levels of all consumables used within the department.
- Advise senior staff of order requirements within the department.
- Compile a log of all samples sent to other laboratories to provide an auditable record.
MODERN APPRENTICESHIP MLA - HAEMATOLOGY

- Arrange for taxis to collect samples that require urgent transportation.
- Liase with GPs practices and supply request forms and sample containers as required.
- Telephone wards and G.P.s to ascertain what tests are required on samples when this information is not included on request forms.
- Participate in staff meetings.
- Verify receipt of consumable deliveries.
- Keyboard skills important with high levels of speed and accuracy when using the laboratory computer to input patient/specimen details and when accessing patient information.
- Register the request ensuring accuracy of sample identification and documentation.

Managerial

- Assist in the training of Medical Laboratory Assistants and Trainee Biomedical Scientists regarding protocols and procedures relevant to the department.

Quality Control and Quality Management

- May be required to perform specific simple blood tests and perform the quality control for these with senior staff available for reference.
- Record keeping of maintenance equipment e.g. centrifuges and fridges.
- Maintaining records of laboratory fridges and freezers operating temperatures.
- Responsible for communicating policy non-compliance to a senior member of staff.
- Participates in audits as necessary.
- Research And Development
- May process and store samples for clinical trials.

Professional

- Acts as a mentor to less experienced Medical Laboratory Assistants.

Point Of Care Testing (POCT)

- Work unsupervised when performing analysis of blood samples using the point of care analysers located in anticoagulant clinics.
- Take capillary blood samples, at anticoagulant clinics and perform analysis on these samples using the point of care analyser.

Reception

- Perform all the duties associated with sample reception and preparation.
- Check that patient information on request forms and accompanying samples is
consistent and adequate to confirm correct patient identification. This is essential to ensure that incorrect test results are not reported.

- Deal with mislabelled samples and associated request forms, which contain insufficient or conflicting information and enter appropriate demographics in the laboratory computer.
- Enter test requests into the laboratory computer.
- Advise medical and nursing staff where there are issues regarding the suitability of patient’s samples received for analysis.

**Health and safety**

- Carries out decontamination procedures when there is leakage or spillage from specimen containers.
- Assist the Health and Safety Officer by carrying out risk assessments.

### 7. SYSTEMS AND EQUIPMENT

- A wide range of equipment is used to perform duties with costs ranging from £100 to £100,000, examples of a few of these are:
- Use of Sysmex Haematology Automated Analyser for Full Blood Count analysis.
- Use of hospital and laboratory IT systems to input patient data and process all requests.
- Use of computer to produce labels and worksheets from Microsoft Office and laboratory IT system.
- Operate vacuum tube system for specimen transportation.
- Maintenance, cleaning and operation of fridges, freezers and balances.
- Operate centrifuges ensuring that rotors are balanced within weight tolerances. Performs routine scheduled maintenance of centrifuges.
- Use of manual and automated pipettes.
- Use of capillary blood collection systems.
- Use of instruments to perform near patient testing.
- Use of photocopiers, printers, scanners, date and time logging equipment.
- Use of hydraulic lifting equipment.
- Enters Blood Transfusion information into the Telepath laboratory computer system via the keyboard and bar code scanner.
- Ensure the integrity of the patient database within the laboratory computer system by accurate registration of patient demographics and request details.
- Operates remote fridge monitoring system.
MODERN APPRENTICESHIP MLA - HAEMATOLOGY

- Compliance with sample storage, retrieval and disposal procedures.
- Complies with Quality Management System.
- Queries the Hospital Information System (HIS).
- Works to safe standards as detailed in Containment of Substance Hazardous to Health (COSHH), Risk Assessments and Laboratory Health and Safety Procedures.

8. DECISIONS AND JUDGEMENTS

- Follows Standard Operating Procedures with senior staff available for reference.
- Continual supervision not required however advice available from state registered Biomedical Scientists when needed.
- Follows established acceptance and rejection criteria for matching patient request and samples.
- Follows all related Directorate Policies and Procedures.
- Uses own initiative to prioritise urgent work.
- Ensure appropriate tests are requested for defined clinical conditions.
- Ensures appropriate stock levels are maintained.

9. COMMUNICATIONS AND RELATIONSHIPS

- Responds to telephone enquiries and when appropriate, directs enquiries to other senior staff.
- In order to comply with the Blood Safety and Quality Regulations, communicates with nursing personnel and Regional Blood Transfusion Centre to ensure traceability and effective use of all blood and blood components, thus guaranteeing patient records are complete.
- Will communicate with patients during testing at Clinics and during receipt of patient samples where tact and empathy are required.
- Communicates with other staff groups including Medical, Nursing, Clerical, Porters, Estates Staff and Drivers.
- Communicates by telephone with G.P.s and practice managers regarding requests for supplies of sample collection containers.
- Communicates specimen results to users in accordance with Standard Operating Procedures.
- Assists in the training of less experienced MLAs. Verbally advises Doctors, phlebotomists and ward staff on appropriate sample collection containers.
- Participates in departmental meetings and directorate seminars and contributes to ensure effective two-way communication of relevant information.
• Communicates non-conformities to other senior staff.
• Participates in staff annual joint review

10. DEMANDS OF THE JOB (physical, mental, emotional)

Physical Skills
• Collection of blood by fingerstab requires manual dexterity and good hand to eye co-ordination.
• Keyboard skills using high levels or speed and accuracy.
• Speed and accuracy required when numbering samples for processing.
• Accurate pipetting when performing test.

Physical Demands
• Disposal of clinical waste containers and needle sharps.
• Controlled exposure to reagents, chemicals and solvents during test analysis.
• Phlebotomy involves postural bending and the laboratory work involves a combination of sitting and standing.
• Constant hand washing and glove changes to reduce the possibility of Hospital Acquired Infection.
• A great deal of manual handling is involved including pushing heavy trolleys when moving reagents between various store rooms.
• Frequent lifting including bench top equipment, reagents, stores and waste disposal products lifting weights in excess of 10kgs.
• Store duties involves bending and lifting of boxes of reagents, daily waste and metal boxes.

Mental Demands
• High degree of concentration involved in correct patient identification, labelling, data input and sample processing.
• The ability to prioritise work is essential.
• Working often under stressful conditions and during unsocial hours.
• There are frequent interruptions from phone calls and competing priorities.
• Involved in maintaining a service in the presence of possible adverse events including equipment failure.
MODERN APPRENTICESHIP MLA - HAEMATOLOGY

Emotional Demands
- Occasional exposure to distressing or emotional circumstances when dealing with blood samples from very ill or senile patients.
- Dealing with the possible violent and aggressive behaviour of patients.

Working Conditions
- Continuous, unavoidable exposure to open samples of blood and other potentially infectious biological body fluids.
- Manual manipulation of highly unpleasant specimens, sampling from urine specimens for iron staining.
- Continuous risk of exposure to or spillage of reagents, chemicals, solvents, radioactive isotopes, during test analysis, many of which are potentially hazardous or carcinogenic.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
- Processing and preparing large numbers of specimens for analysis.
- Working with samples from highly infectious patients/specimens.
- Dealing with patients or relatives who may be anxious and aggressive.
- Maintaining a high degree of concentration and accuracy while performing repetitive and monotonous tasks.
- Multi-tasking nature of the job containing laboratory, clerical, clinical and domestic duties.
- Working with reduced levels of support at weekends.
- Requirement to deal with telephone enquiries during busy work periods.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential
- 3 Highers at Grade C or above, which should include either Chemistry or Biology together with Maths, or
- SVQ3 in relevant science subject, or
- Completion of modern apprenticeship in life sciences, or
- Completion of equivalent accredited education / learning
- Extended supervised training for a minimum of one year due to the wide range of duties encompassed within the job.
- Effective written and verbal communication skills.
- Ability to understand and follow Standard Operating Procedures and NHSGG Policies and Protocols.
MODERN APPRENTICESHIP MLA - HAEMATOLOGY

- Ability to understand and follow confidentiality policies.
- High awareness of Infection Control Policies and Procedures.
- Good keyboard skills.
- Manual dexterity essential.
- Ongoing personal development in subject through attendance at appropriate meetings and courses.
1. JOB IDENTIFICATION

Job Title: Medical Laboratory Assistant  
Responsible to: Head of Technical Services  
Department: Pathology, South Glasgow  
Directorate: Diagnostics

2. JOB PURPOSE

To provide technical support to the Biomedical Scientists and Pathologists within the Department of Pathology. The Pathology Department provides a comprehensive analytical and Consultant led clinical Histopathology, Cytology and Post Mortem service to clinicians working within NHSGG&C as well as other Health Boards.

On a day to day basis, the post holder will work within a team, reporting to a Team Leader. The post holder is expected to work effectively under supervision and work collaboratively with Assistant Practitioners, Biomedical Scientists, Team Leaders and the Specialty Manager to ensure effective utilisation of resources.

The post holder is expected to work within a range of teams in their designated area of the service.

3. ROLE OF THE DEPARTMENT

The Pathology Department NHSGG&C provides a full and comprehensive Histopathology and Cytopathology service, including Paediatric Pathology and Neuropathology and associated services to the population of Glasgow & Clyde, hospital based users e.g. medical, nursing, estates, pharmacy and other department staff, users in Primary Care and General Practice; customers in the private sector, and to colleagues in university and other teaching establishments. The Department is also a tertiary referral centre and National referral centre.

The entire Pathology service for NHSGG&C is delivered from one new purpose built laboratory on the Southern General Hospital campus. There are Essential Services Laboratories (ESLs) Glasgow Royal Infirmary, Royal Hospital for Sick Children, Inverclyde Royal Hospital and in the Institute of Neurosurgery (SGH). The Department also provides services from within the laboratories located at the Golden Jubilee National Hospital, Clydebank.
MODERN APPRENTICESHIP MLA - PATHOLOGY

The Department is part of the Laboratory Medicine Division of the Diagnostics Directorate and the service provided by various professional groups including medical staff, biomedical scientists, admin & clerical staff, clinical scientists, cytology screeners and medical laboratory assistants.

4. ORGANISATIONAL POSITION

[Organisational structure diagram]

- Consultant Head of Service
- Head of Technical Services
- Consultant Pathologists
- Compliance Manager
- Histopathology Services Manager
- Cytology Services Manager
- Quality Manager
- Specialty Managers
- Team Leaders
- Senior Specialist BMS
- Specialist BMS/Trainee BMS
- HCS Assistant Practitioner
- Biomedical Support Worker
- A&C Staff
- Health & Safety/Training Manager
- IT Manager
- Office Manager
- Senior Specialist BMS
- Specialist BMS
- Cytoscreeners
- Biomedical Support Workers
The Pathology Department NHSGG&C provides a full and comprehensive Histopathology and Cytopathology service to the population of Glasgow & Clyde and also offers a tertiary and national referral service.

The department is the largest of its kind within the UK with a staff of 42 consultants, 24 trainee medical staff and 204 non medical staff. The workload comprising in excess of 97,000 Pathology surgical requests p.a., 104,000 LBC cervical screening requests p.a. and more that 20,000 non gynaecological cytopathology (including semenology) investigations. The total budget is £15.7 million.

The department is co-located with The University of Glasgow, Pathology Department within the University Division of Cancer Sciences and Molecular Pathology. A number of the senior medical staff have a dual role as consultant / senior lecturer. The Department includes specialist and regional and national services including: bone & soft tissue, ophthalmic, paediatric pathology, neuropathology and specialist Pathology, molecular pathology and electron microscopy. There is a large tertiary referral practice.

The department collaborates with various other departments and health care professionals in approved clinical trials and audit and R & D projects.

Within this “scope and range” the post holder is responsible for performing support functions contributing to service provision.

6. MAIN DUTIES/RESPONSIBILITIES

- Administration of laboratory information system to include:-
  - Entering current patient identification data and specimen coding details
  - Producing worksheets. Producing specimen labels. Entering specimen and consultant codes
  - Preparing tissue cassettes
  - Scribing for medical staff at specimen dissection
  - Preparation of reagents and chemicals
  - Embedding (blocking out) designated tissue samples
  - Clean and change processing and staining machines
  - Mount slides
  - File and retrieve tissue slides and blocks
  - Disposal of tissue samples
  - Portering duties
MODERN APPRENTICESHIP MLA - PATHOLOGY

- Maintaining stocks of fixatives
- Dispensing liquid nitrogen
- Labelling slides
- Block checking as part of overall quality control
- Receipt and storage of deliveries
- Assist in maintaining stock levels of chemicals, reagents and consumables within your current work section.
- Shared responsibility for health and safety within the laboratory
- Ensure that safe working practises are maintained according to standard operating procedures
- Be familiar with all core Divisional polices such as sickness reporting, annual leave
- Commitment to weekend and bank holiday rota
- Shared responsibility for health and safety within the department.
- Be familiar with Department and Divisional health and safety polices and ensure that they are followed in order to maintain a safe working environment for all staff and visitors
- Shared responsibility for training

7. SYSTEMS AND EQUIPMENT

The post holder is personally responsible for the safe use and maintenance of a range of highly complex equipment costing up to £100,000 for a specialised item of equipment such as a vacuum assisted tissue processor.

The main types of equipment used in the department, which the post holder will require to use (dependent on the area of the service in which they are deployed) include:

- Various automatic tissue processing machines
- Embedding stations
- Processing machines
- Staining machines
- Various analytical balances
- Fume cupboard
MODERN APPRENTICESHIP MLA - PATHOLOGY

- Class 1 safety cabinet
- Specimen dissecting benches
- Hot plates
- Ovens
- Surgical trimming instruments
- Knife sharpening machine
- Cassette writer
- Ph meters
- Liquid nitrogen storage flasks
- Incubators ovens and ventilated storage cabinets
- Magnetic stirrers

SYSTEMS

- Ensures the integrity of the patients database within the laboratory computer system by accurate registration of patients demographics and request details.
- Operates interfaces between laboratory computer system and complex analytical equipment. e.g. Cassette writer
- Uses the electronic patient management system (Trakcare).
- Proprietary software packages such as Microsoft Office.
- Uses laboratory IT system to access patient information and validate laboratory results and reports
- Uses Cerebro electronic tracking system in Histology or the SCRRS system in Cytology
- Uses Qpulse Quality Management System

8. DECISIONS AND JUDGEMENTS

The post holder will work under indirect supervision where registered staff may not be physically present but there are processes in place for direction, guidance and support.

Decisions on the level and type of supervision will be based on the following criteria:
The nature and complexity of the task and activity
The relevant experience of the post holder, including any education and training

The post holder will be required to make decisions on:
- Coding of specimens
- Returning specimens with inadequate detail
- Prioritising part of workload
MODERN APPRENTICESHIP MLA - PATHOLOGY

- Assessing specimen type in relation to type of processing
- Ensuring correct orientation of tissue during embedding
- Following policies in own role and may be asked to comment on procedures and development

9. COMMUNICATIONS AND RELATIONSHIPS

Providing and receiving routine information from:
- Internal relationships with:
  - Medical, technical and clerical staff

External relationships with:
- Medical staff, GPs, portering staff and patients
- Supplies and deliveries

10. PHYSICAL DEMANDS OF THE JOB

Physical Skills
- Accurate hand-eye co-ordination and manual dexterity are required for manipulation of material, fine adjustments with no margin for error, dependent on the HCS discipline
- Keyboard skills using high levels of speed and accuracy

Physical Demands
- Combination sitting/standing for long periods of time dependent on task, in most cases requiring repetitive movement
- Manual handling tasks, dependent on HCS discipline involve: e.g. moving patients, replacing reagents on analysers, moving clinical waste, stocks and consumables

Mental Demands
- Prolonged periods of concentration while inputting data e.g. patient demographics
- Maintaining a service in the presence of possible adverse events e.g. equipment failure, IT downtime, Staff shortages
- Competing demands on time requires prioritisation of workload where interruption is frequent
- Pressure to ensure investigations are carried efficiently & effectively, knowing that inaccurate and /or delayed results could result in inappropriate treatment of patients
**MODERN APPRENTICESHIP MLA - PATHOLOGY**

**Emotional Demands**
- Dealing with negative clinical outcomes on patients who have had intensive work performed by the department
- Dependent on discipline duties may include sample collection from distressed patients
- Occasional exposure to distressing or emotional circumstances when dealing with emergency / urgent requests

**Environmental and working conditions**
- Dependent on HCS discipline; continuous, unavoidable exposure to open potentially infectious biological body fluids
- Manual manipulation of highly unpleasant specimens

**11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
- Interpreting medical terminology
- Concentration for long periods of the day
- Working with hazardous chemical which require routine monitoring in a controlled environment
- Working with human tissue remains e.g. limbs, foetal and post mortem tissue
- Dealing with patients for andrology requires tact and sensitivity
- Working to tight time constraints organised around medical availability

**12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

**Essential**
- 3 Highers at Grade C or above, which should include either Chemistry or Biology together with Maths, or
- SVQ3 in relevant science subject, or
- Completion of modern apprenticeship in life sciences, or
- Completion of equivalent accredited education / learning
- Ability to work under pressure
- Good organisational and time management skills
- Accuracy and attention to detail are required skills
- Knowledge of using IT systems
- An understanding of safety when working and handling chemicals

**Desirable**
Sound knowledge of laboratory terminology
Working knowledge of TelePath computer system