

Job Description: Phlebotomist

About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We're a growing network of specialist day-case centres setting a new standard for private healthcare - combining calm, confidence, and clinical credibility in environments designed around people, not process.

We reject the impersonal and process driven. Instead, we create refined, patient-centred spaces where consultants and teams are empowered to deliver world-class care and a seamless patient experience. Every Welbeck centre reflects our belief that excellence is achieved through partnership, purpose, and precision.

About the Imaging & Diagnostics Centre

Our Imaging & Diagnostics centre is a beacon of excellence, offering an array of investigations to support our clinicians in accurately and quickly diagnosing patients' conditions.

About the Role

As a phlebotomist, you'll play a key role in delivering a high-quality patient experience by carrying out safe and efficient blood collection services. Working as part of a supportive clinical team, you'll ensure every patient feels comfortable, informed, and cared for throughout their visit. This role is ideal for someone who thrives in a fast-paced environment, takes pride in precise clinical work, and is committed to maintaining the highest standards of patient care.

Key responsibilities

- Deliver high standards of safe, patient-centred phlebotomy and sample collection.
- Respond to patient and consultant requests efficiently and professionally.
- Complete all required daily and weekly governance checks and maintain accurate records in Compucare.
- Ensure adequate stock levels within the phlebotomy centre and report replenishment needs to the Phlebotomy Lead.
- Work flexibly within a dynamic service, adapting to operational needs.

- Participate in the review of complaints, incidents, and accidents, ensuring timely escalation where required.
- Communicate with patients, colleagues, and visitors in a friendly, supportive, and professional manner.
- Provide phlebotomy services within the Integrated Care System and work independently in line with agreed rotas and protocols.
- Assess patients' physical and emotional wellbeing prior to sample collection to ensure their safety.
- Select appropriate sample bottles and follow correct procedures for venepuncture, capillary sampling, and high-risk collections.
- Use relevant software systems to order and manage samples, ensuring all specimens are correctly labelled and transported.
- Report incidents or concerns promptly and escalate patient or staff issues to the Pathology Coordinator.
- Prepare and dispatch kits, postal packs, and other centre-based tasks as required.

Quality Care & Governance

- Contribute to the governance schedule within OneWelbeck Imaging and Diagnostics.
- Build positive working relationships to support effective information sharing across the team.
- Communicate complex or sensitive information clearly, including when supporting anxious or distressed patients.
- Engage with colleagues, managers, clinical staff, and support teams to promote a collaborative working environment.
- Maintain and develop knowledge and skills aligned with departmental needs and professional standards, including keeping an up-to-date CPD portfolio.
- Participate in audits and present findings where required. • Promote safeguarding for vulnerable adults and children.
- Attend internal and external meetings as delegated.
- Use a range of communication methods effectively and manage conflict or verbal complaints through appropriate de-escalation and escalation processes.
- Adhere to GDPR requirements and follow incident-reporting procedures, including implementing action plans where necessary.

Values & Behaviours

- Demonstrate a commitment to high-quality care and continuous improvement.
- Work collaboratively to deliver safe, excellent clinical services.
- Value diversity, act with integrity, and treat others with compassion and respect.
- Share information openly and effectively with patients, families, and colleagues.
- Work across boundaries, listen to others, and contribute to collective success.
- Use evidence to drive improvements and seek out opportunities for innovation.
- Actively support your own development and that of others.

Qualifications and experience

Essential:

- Recognised qualification in Phlebotomy (e.g. NVQ Level 2 or 3 in Phlebotomy or Healthcare Support, or equivalent)
- Demonstrable, up-to-date competence in venepuncture, supported by appropriate training records and ongoing competency assessments.
- Competency in adult phlebotomy using the Vacutainer System
- Clear understanding of infection prevention and control, including hand hygiene, aseptic technique, and the safe handling, labelling, storage, and disposal of specimens and clinical waste
- Knowledge of safeguarding principles (adults and children, as applicable) and ability to escalate concerns in line with clinic policy
- Understanding of patient consent, confidentiality, and data protection requirements, including GDPR and Caldicott principles
- Ability to accurately identify patients and specimens, maintaining clear and contemporaneous records in line with clinical governance standards
- Basic IT competence, including use of electronic patient records and laboratory request systems

Desirable:

- Previous experience in a CQC-regulated setting such as a private clinic, hospital, GP practice, or diagnostic service
- Evidence of participation in audit, quality improvement, or clinical governance activities
- Experience working in line with standard operating procedures (SOPs) and contributing to their review or improvement
- Phlebotomy experience and/or experience supporting vulnerable or anxious patients
- Current Basic Life Support (BLS) and First Aid certification

Professional Behaviours and Values:

- Commitment to delivering safe, effective, and person-centred care in line with CQC fundamental standards
- Professional, compassionate, and respectful approach, demonstrating sensitivity to individual patient needs and preferences

- High attention to detail and accountability for own practice, including willingness to raise concerns, report incidents, and engage in reflective practice
- Ability to work effectively both independently and as part of a multidisciplinary team, contributing to a positive safety culture
- Willing to work flexible hours and participate in the out of hours duties rota
- Demonstrates professional approach, in demeanour, appearance and time keeping

Why Welbeck

- **Autonomy & Influence:**-A leadership community that trusts your expertise to drive excellence and growth.
- **Purpose-Driven Culture:** A values-led environment where world-class clinical care and operational performance go hand in hand.
- **Growth & Impact:** Be part of a network defining best practice in day-case healthcare and delivering experiences patients genuinely remember.

Infection Prevention and Control

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Business to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Health Partners Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access

and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on strictly need to know basis in accordance with the responsibilities of the Business's Caldicott Guardian.

Health and Safety at Work

In addition to the Business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Risk

Accept personal responsibility for contributing to Welbeck's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Business.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Business, in accordance with the business policy and training. Identify and report actual or potential hazards/ risks in the work environment in accordance with business policies and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow, Welbeck Health Partners policy on use of Personal Protective equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff).

All individuals have a duty to adhere to the Business Diversity and Equality Opportunity policy and an individual responsibility towards the application and understanding of the Equality Act 2010.

Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practice.

Disclosure and Barring Service (DBS)

If the post requires a DBS disclosure, this will be managed and processed in line with the DBS Policy and at the appropriate level required for the post.