Liver Health Technician - Job Description

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| **Job Title** | **:** | Liver Health Technician |
| **Care Group** | **:** | Gastroenterology and Hepatology |
| **Division** | **:** | Medicine and Cardiovascular |
| **Band/Grade** | **:** | 4 |
| **Hours of work** | **:** | 37.5 per week. Fix term for 12 months. |
| **Responsible to** | **:** | HCV Operational Delivery Network Project Manager for SW London |
| **Accountable to** | **:** | Clinical Lead for SW London Hepatitis C Operational Delivery Network |
| **Location** | **:** | St George’s Hospital, Tooting (will be expected to attend offsite locations as required) |

# Role of the department

The post holder will work as part of the South London Hepatitis Network (STHepNet).

STHepNet SW is the South West London operational delivery network (ODN) for hepatitis C services, consisting of doctors, nurses, pharmacists and administrative support. It is one of 22 ODNs in England, who have been commissioned as a hub by NHSE specialised commissioning. The activity of STHepNet is focused on coordinating testing and tracing people with hepatitis C in South West London, working with many different partners to deliver curative hepatitis C treatment. We are fully signed up to the elimination agenda to achieve elimination of hepatitis C in our area by 2025.

St George’s Hepatology Team have been successful in securing a pilot for Community Liver Health Checks. The pilot will run alongside the Viral Hepatitis Team building on the well established community links to access those vulnerable, difficult to reach populations. The liver assessment involves the use of a Fibroscan and potentially blood tests to identify those at risk of hepatocellular carcinoma.

# Job Summary

The purpose of the role is to support the Community Liver Health, Viral Hepatitis team and Hepatology with:

* Completing patient diagnostic tests for people identified as at risk of liver disease.
* Working across South West London in the Mobile Hepatology Clinic and in various Outreach locations.
* To be responsible for delivering Fibroscans on patients identified as at risk of liver disease, referred by members of the multi-disciplinary team and external services and in accordance with local and national protocols.
* Perform community and hospital-based Fibroscans as needed.
* To perform venepuncture blood collection, capillary blood testing and dry blood spot testing, as requested by medical/nursing staff.
* To perform basic clinical assessments and give out basic clinical information, following pre-defined protocols after training and successful competency assessment
* Identification of people/groups who would benefit from Liver Health Checks.
* Work with the Viral Hepatitis Team to provide Blood Borne Virus testing.
* Working across South West London to motivate and encourage staff within outreach and community settings (e.g. drug and alcohol services etc.) to refer people for Liver Health Checks.
* Referral of people identified as having liver disease into relevant pathways of care for further assessment.
* Collection of all relevant data for local and national data collection requirements .
* Support the maintenance of the Fibroscan machine, including calibration of the probes.
* May be required to work outside 9:00-17:00 hours.

# Key Working Relationships

## Internal:

* St George’s Hospital Department of Gastroenterology and Hepatology
* Consultants
* Nursing staff
* Pharmacists
* STHepNet Testing and Treatment co-ordinators
* STHepNet Peer coordinators
* Administrative and secretarial staff
* General manager for Specialist Medicine
* Service managers

## External:

* STHepNet hub, spoke and partner sites across South Thames
  + Kingston General Hospital NHS Foundation Trust
  + Croydon Health Services NHS Trust
  + Epsom and St Helier University Hospitals NHS Trust
* Drug and Alcohol Services across South West London
* Homeless and other charities e.g. Spire
* NHS England National and Regional teams
* Primary care
* Hepatitis C Trust
* London Joint Working Group
* Local Authorities across South West London
* Clinical Commissioning Groups across South West London
* Health and Justice Commissioners

# Main Duties and Responsibilities

## Hepatology testing

* To be responsible for Fibroscanning patients identified as at risk of liver disease, including those referred by members of the multi-disciplinary team and internal and external Community partners.
* To be responsible for blood collection, as requested by medical/nursing staff.
* Provide Blood Borne Virus testing and provision of results as necessary.
* Have a basic knowledge of liver pathology.
* Provide Fibroscans in the mobile hepatology clinic van across SW London in line with Trust policies and operational guidelines.
* Provide Fibroscans in community outreach locations under an SLA, in line with Trust policies and operational guidelines ensuring it is a safe environment.
* Ensure that Fibroscan equipment is prepared adequately prior to the procedure and to carry out fibro scans in a safe environment, following the manufacturers safety guidelines.
* Communicate effectively with patients and family members, ensuring the procedure is explained fully, any questions are answered and verbal consent is obtained.
* Provide the result of the Fibroscan to the patient and ensure they are referred into the relevant pathway for further assessment if necessary.
* Ensure completion of timely and comprehensive documentation in patient records in accordance with Trust standards.
* Maintain patient and carer confidentiality and preserve their dignity and privacy, at all times and in all situations.
* Be responsible for arranging servicing and calibration of Fibroscan probes and machine maintenance when required, ensuring the equipment is in safe working order.
* Drive the mobile hepatology clinic van when required across SW London.

## Data coordination

* To ensure all relevant patients data is recorded on the trust system (iCLIP) to keep robust records of patients seen and treated in line with the trust policy.
* To record the necessary details of all Fibroscans completed in line with local and national requirements.
* To be responsible for the collection of all relevant data for outreach Fibroscan clinics and other national data collection requirements.
* To support the Cirrhosis Clinic pathway for patients and for monitoring whether patients are being treated in accordance any local or national targets for timeliness of treatment.
* Manage appointment slots for members of the clinical team including making new and follow up appointments on their behalf.

## Training and personal development

* To employ a pro-active approach to good team working, including being able to cover the responsibilities of colleagues in similar roles within the gastroenterology and hepatology department.
* To attend relevant meetings and represent data quality as requested.
* To ensure skills are up-to-date and relevant to the role.
* To participate in planned training events and to attend all mandatory training sessions as requested.
* To undergo yearly performance review (IPR)

## Time management

* To work with the Viral Hepatitis Team to plan and organise work schedule for the Mobile hepatology clinic with the use of appropriate planning aids demonstrating good management.
* Support the hepatology team to ensure all relevant datasets are accurate and submitted within the timescales provided
* To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service, including those outside of a typical 09:00-17:00 working schedule.

# General responsibilities

**Customer Care**

To ensure that any contact with callers or visitors are dealt with in a polite, respectful and helpful manner.

**Confidentiality**

To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.

To ensure confidentiality and security of data in accordance with organisational requirements, and in line with the Data Protection Act, Caldicott and all other Trust and non-trust policies and procedures.

**Health & Safety**

To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations

**Equal Opportunities**

To work in accordance with the Trust’s Equal Opportunities policy to eliminate unlawful discrimination in relation to employment and service delivery.

To promote equal opportunities for staff and clients in accordance with St. George’s healthcare policies, to ensure that no person receives less favourable treatment than another on the grounds of sex, marital status, race, religion, creed, colour, nationality, ethnic or national origin, or sexual orientation.

**Trust Vision & Values:**

The post-holder is expected to have a clear understanding of how this post contributes to the achievement of the trust strategy of: Delivering Outstanding Care, Every Time.

Our strategy is founded on four key priorities; providing strong foundations, delivering excellent local services, closer collaboration and offering leading specialist healthcare.

We expect all our staff to share the values that are important to the Trust, being Excellent, Kind, Responsible & Respectful, and behave in a way that reflects these.

St George’s University Hospitals NHS Foundation Trust is committed to safeguarding children and vulnerable adults and expects that all staff will share in this commitment. The Trust is clear that all staff have a responsibility to be aware of children and adult safeguarding policies and procedures and that each member of staff, clinical and non-clinical, will attend child or adult safeguarding training that is provided at an appropriate level to suit their role. The Trust has the additional expectation that all staff will be able to identify concerns and know what action to take.

**This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs after consultation with the post holder.**

**St George’s Healthcare NHS Trust is an Equal Opportunities employer and operates a No Smoking Policy**

# PERSON SPECIFICATION

**Liver Health Technician - Band 4**

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|  | **Essential** | **Desirable** |
| **Education and Training** | | |
| Educated to degree level or equivalent experience |  | X |
| Phlebotomy skills, such as venepuncture, capillary blood testing, dry blood spot testing etc. |  | X |
| Experience of Fibroscanning |  | X |
| **Knowledge and Experience** | | |
| Knowledge and understanding of liver health |  | X |
| Experience working with patients | X |  |
| Experience of building effective working relationships and networks | X |  |
| Experience of working with a diverse range of people | X |  |
| Demonstrate the ability to deal with difficult and challenging situations | X |  |
| Experience of working innovatively both autonomously and in a team | X |  |
| Competent in Microsoft Office; including Word, Excel and Access | X |  |
| Minimum of 12 months NHS experience or other public/ third sector organisations | X |  |
| Good knowledge of a range of IT systems used  within the trust including iCLIP and EPR |  | X |
| Knowledge of health inequalities |  | X |
| Experience of health promotion and harm reduction across diverse communities |  | X |
| Experience of motivating and engaging staff in internal and external organisations |  | X |
| Experience of working with patients with hepatitis C, liver disease or drug dependence |  | X |
| Knowledge and understanding of relevant NHS national targets and mandatory standards |  | X |
| Experience of working with service users with complex needs |  | X |
| Ability to extract and analyse data to deliver outcomes |  | X |
| Knowledge of relevant medical terminology and  experience of an administrative role within a  clinical setting |  | X |
| **Skills and Competencies** | | |
| Demonstrate effective written and verbal communication skills. | X |  |
| Experience of or willingness and ability to learn new clinical skills such as phlebotomy and Fibroscanning | X |  |
| Ability and willingness to travel across South West London and work within a variety of community settings. | X |  |
| Willingness to learn and adapt to changes in the service and demands of the role | X |  |
| Understanding of patient pathway and potential problems | X |  |
| Ability to analyse simple data, all of which require attention to detail and accuracy | X |  |
| Ability to acquire in-depth knowledge of hepatitis C operational delivery networks, protocols and communicate this to professionals and lay persons | X |  |
| Hold a valid full British Driving License |  | X |