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**Elm Hayes Surgery**

**Phlebotomist**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education & Qualifications** | Educated to GCSE level or equivalent. Inclusive of Maths and English Experience required  Phlebotomy qualification |  |
| **Experience Required** | Confidence with using IT | Phlebotomy Experience  Participation in quality initiatives such as audit  Working in a healthcare setting |
| **Skills** | Good attendance and timekeeping  Ability to follow verbal and written instruction  Ability to write clearly and accurately  Maintain patient confidentiality  Remain calm under pressure  Fit well in a team and work well independently  Flexibility and ability to support your team with additional hours if needed.  Excellent organisation skills  Good communication skills and fluency in spoken English  Sensitive to the needs of patients  High standard of customer service & willingness to improve | Basic understanding of anatomy and medical terminology |