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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 requiredPhlebotomy qualification |  |
| **Experience Required** | Confidence with using IT  | Phlebotomy ExperienceParticipation in quality initiatives such as auditWorking in a healthcare setting |
| **Skills** | Good attendance and timekeepingAbility to follow verbal and written instructionAbility to write clearly and accuratelyMaintain patient confidentialityRemain calm under pressureFit well in a team and work well independentlyFlexibility and ability to support your team with additional hours if needed. Excellent organisation skillsGood communication skills and fluency in spoken EnglishSensitive to the needs of patientsHigh standard of customer service & willingness to improve | Basic understanding of anatomy and medical terminology |