**JOB TITLE: HEALTHCARE SUPPORT WORKER/HEALTHCARE ASSISTANT**

**REPORTS TO: THE PARTNERS & NURSING TEAM LEAD (Clinically)**

**THE MANAGEMENT TEAM (Administratively)**

**HOURS: 28-32 hour per week (Part time)**

We are looking for a professional, conscientious and highly effective Healthcare Support Worker (HCA) to join our friendly team in Botesdale. We are a rural GMS 10,000 patient surgery with 4 Partners, 5 Salaried GPs and a fantastic clinical and practice team with an on-site Dispensary. We are located in a modern, recently extended surgery with an X-ray suite and glorious surrounding countryside.

**Job Summary**

The primary focus of the role is to work as part of the nursing team and also as part of the wider practice team, providing high quality and timely care to registered patients of Botesdale Health Centre. The post holder will be responsible for the treatment of patients within their level of competence supported by agreed protocols and agreement of the Partners. The post holder will have completed the Care Certificate or equivalent qualification.

**CLINICAL RESPONSIBILITIES**

* Undertake phlebotomy for both venous and INR patient testing
* Blood pressure/weight/height/BMI checks
* Wound dressings and suture and clip removals
* Urine testing and analysis and submit samples to the laboratory following the practice protocol
* Obtaining specimens, ensuring their maintenance under correct conditions and dispatch to the appropriate agency
* Perform ECGs
* Promotion of health and wellbeing to individual patients by carrying out health checks and new patient checks
* Make appropriate referral to GPs and other health & social care professionals
* Assist with development of health promotion activities
* 24 hour BP monitoring and assisting patients with equipment queries for the ABPM
* Provides clinical support to registered nurses and other healthcare professionals
* To work with all members of the clinical and non-clinical teams to achieve practice goals e.g. call and recall programmes/QOF for Long Term Conditions
* To work with health care professionals and other outside agencies as appropriate to achieve quality patient care and support health inequalities
* Fully document all clinical and appropriate information within patients computer records from both face to face and telephone consultations and all other appropriate instances together with appropriate read coding
* Support health promotion and prevention activities, including smoking cessation, weight management, and lifestyle interventions
* Assist the practice with vaccination and immunisation programmes
* Any other procedures deemed reasonable within the scope of personal skills and within the post

**GOVERNANCE**

* Produce complete and accurate records of patient consultation, in line with best practice, confidentiality, policies and procedures
* Deliver care according to NHS guidance, NICE guidelines and evidence-based care
* Take part in the maintenance of quality governance systems and processes across the Practice and its activities.
* Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
* Work with other clinical teams on improving the quality of healthcare in response to local and national policies and initiatives as appropriate
* Evaluate patients’ response to health care provision and the effectiveness of care
* Support and participate in shared learning across the practice and wider organisation
* Manage, review and identify learning from patient complaints, clinical incidents and near-miss events
* Awareness of statutory safeguarding, notification processes and local guidance for children/vulnerable patients, applying relevant policies and legislation to protect them
* Ensure compliance with policies, procedures and guidelines for self and others, by taking action or alerting senior management team if the practice appears to contravene policy, or if there are concerns over any aspect of patient care.

**CONFIDENTIALITY**

* Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.
* Maintain an awareness of the Freedom of Information Act.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

**HEALTH & SAFETY**

* The post-holder will manage their own and others’ health & safety and infection control as defined in the Practice’s Health & Safety Policy, the Practice Health & Safety Manual, and the Practice’s Infection Control Policy and published procedures.
* Comply with Practice health and safety policies by following agreed safe working procedures
* Actively reporting of health and safety hazards and infection hazards immediately when recognised
* Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
* Undertaking periodic infection control training (minimum annually)
* Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
* Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.
* Reporting incidents using the organisations Incident Reporting System
* Using personal security systems within the workplace according to Practice guidelines
* Making effective use of training to update knowledge and skills

**EQUALITY AND DIVERSITY**

* The post-holder will support, promote and maintain the Practice’s Equality & Diversity Policy.
* No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
* The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

**OTHER DELEGATED DUTIES**

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.

Application Deadline: Sunday 28th September

Enquiries to : [Donna.Szukalski@nhs.net](mailto:Donna.Szukalski@nhs.net)