# JOB DESCRIPTION

# Position Healthcare Assistant

**Reporting to** Senior Practice Nurse (Clinically)

Practice Manager (Administratively)

**General Description**

To provide Health Care Assistant (HCA) services to the practice population.

To support the practice nursing team in the delivery of nursing services, working as part of the practice multidisciplinary team, delivering care within their scope of practice.

Working under the direct supervision of the Senior Practice Nurse and strictly in accordance with specific Practice guidelines and protocols.

**Hours**

To be agreed

**Main Duties**

**Initial responsibilities**

* Act as a chaperone as required.
* Ensure specimens are recorded and ready for onward transportation.
* Urinalysis.
* Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice IPC policy.
* Ensure fridges are cleaned routinely in accordance with extant guidance.
* Ensure all clinical rooms are adequately stocked and prepared for each session.
* Assist GPs in providing minor surgery sessions, coil fits and Implanon fittings.
* Carry out height, weight and BMI checks as directed.
* Support the practice nurse with the management of chronic disease clinics.
* Vaccine/cold chain storage, monitoring, and recording.
* Preparing and maintaining environments and equipment before, during and after patient care interventions.
* Complete opening and closing procedures in accordance with the duty rota.
* Undertake all statutory and mandatory training as required and any other appropriate training as designated by the Practice.

**Additional Responsibilities**

**Following ongoing work-based training**

* Undertake NHS patient health checks, including recording any necessary details on the patient record and providing lifestyle advice to patients making any necessary referrals within the Practice.
* Carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
* Facilitate routine and 24-hour BP monitoring, advising patients accordingly.
* Undertake wound care according to Practice Protocols.
* Removal of stitches and clips.
* Administer flu vaccinations and other injections.
* Undertake venepuncture.
* Carry out ECGs as requested and record the outcome.
* To assist in seasonal and special projects as requested e.g. flu campaign.
* Undertake personal care tasks as required.
* Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual.
* Ensure accurate notes of all consultations and treatments are recorded in the patients notes on the clinical system.
* Ensure collection and maintenance of statistical information required for regular and ad hoc reports and audits.
* Assisting in the assessment and surveillance of patients’ health and well-being and deliver opportunistic health promotion where appropriate.
* Attend and participate in Practice meetings as required.
* Assist in formulation of Practice philosophy, strategy and policy.
* Support the practice nurse with health promotion programmes.
* Support and participate in shared learning within the practice.
* Participate in the administrative and professional responsibilities of the Practice team.

**PERSON SPECIFICATION**

You will possess the following skills to be an ideal candidate: strong team ethic, multitasker, be a positive applicant with a can-do attitude. You will also hold excellent written and verbal skills.

* GCSE Grade A-C Maths & English (or equivalent).
* Excellent communication skills both on the phone and face to face.
* Knowledge of personal care whether in Primary Care or a Care Home setting.
* Knowledge of computer programmes such as Word, Outlook, Excel and Email.
* Ability to utilise new computer systems.
* Able to apply different communication methods depending on the needs of the patient.
* Empathetic nature.
* Respect patient confidentiality.
* Be of a helpful and caring disposition.
* Ability to follow instructions.
* Ability to work calmly in stressful and upsetting situations.
* Commitment to on-going personal development.
* Be aware of and able to maintain strict confidentiality at all times.
* Have good judgement and common sense.
* An awareness of their own limitations and experience.
* Be able to work as a team player.
* Have the ability to self-motivate, organise and prioritise their own workload.
* Maintain a caring approach to patients and support and help colleagues.
* Be prepared to be flexible with their working hours and prepared to cover for other staff when they are on holiday or sick and work Saturdays as and when required for flu vaccinations or other ad hoc vaccination clinics.

**GENERAL RESPONSIBILITIES FOR ALL STAFF**

The post holder is expected to adhere to practice policies and procedures and relevant legislation including the requirements of any professional bodies.

**Confidentiality:**

* The post holder must maintain the confidentiality of information about patients, staff and practice business in accordance with the General Data Protection Regulations 2018 and Caldecott principles.
* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation.  All such information from any source is to be regarded as strictly confidential.
* 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 assist in promoting and maintaining their own and others’ health, safety and security as defined in the Practice Health & Safety Policy, to include:

* Employees must be aware of the responsibilities placed upon them under the Health Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
* Using personal security systems within the workplace according to Practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* The practice has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.
* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

* Attend mandatory training as identified by the practice.
* Highlight potential development areas.
* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* To participate in regular appraisal meetings and team meetings.
* To participate in training sessions to ensure administrative, clinical and computer skills are kept up to date with current technology and practice.
* Provide recognition and reinforcement where team members are delivering results / performance which are ‘above and beyond’ their core roles.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
* Undertake an annual Information Governance e-learning toolkit.
* Discuss any performance / capability issues with the Management Team and agree remedial action.

**Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patients’ needs.
* Effectively manage own time, workload and resources.

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

The post-holder will:

* report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations under-taken.
* Apply Practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

**THE DUTIES LISTED ABOVE MAY CHANGE IN THE LIGHT OF DEVELOPMENTS WITHIN THE PRACTICE AND ARE SUBJECT TO REGULAR REVIEW.**