

**Job Description**

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| **Job Title:** | Health Care Assistants |
| **Responsible To:** | Lead Practice Nurse |
| **Location:** | Two Rivers Medical Centre |
| **Accountable to:** | Partners through the Practice Operations Manager and management team |

**Job Purpose**

To assist the GP’s and practice nurse team in the service and delivery of the care management of the practice population.

The post holder works under indirect supervision of the practice nurse team leader and undertakes task and duties delegated by the practice nurse team leader or the GP Partners. They work collaboratively with the practice team to meet the needs to patients: following Practice policy and procedures.

# Job Responsibilities

1. Clinical skills – Health and Wellbeing
2. Administration
3. Professional Development
4. Confidentiality
5. Health and Safety
6. Security
7. Equality and Diversity
8. Communication
9. Duties specific to the post

1. **Clinical Skills – Health and well-being**

Undertake record and follow guidelines for the clinical tasks for which you have received appropriate training

* 1. Measuring and recording the following physiological measurements

1.1.1. Blood pressure, pulse rate and rhythm, temperature, height and weight-body mass index, visual acuity, venepuncture (phlebotomy) & ECGs

* 1. Urinalysis – receiving samples, dipping and sending to path lab
  2. New Patient health checks.
  3. NHS Health checks
  4. Fitting 24hr BP machine
  5. Ear irrigation
  6. Removal of sutures
  7. Basic Wound Care
  8. Vaccinations
  9. Cardiovascular and hypertension checks
  10. Preparing rooms and equipment prior to, and after, care interventions
  11. Issuing appropriate healthcare information leaflets to patients.
  12. Plan, develop and implement health promotions activities as appropriate, e.g. smoking, diet and exercise etc.
  13. Have a basic understanding of long term conditions, including diagnostic interventions, treatment and the principles of care and self-management.

## 2. Administration

2.1. Maintenance of clear, accurate and contemporaneous written notes along with essential data entered on computer record

2.2. Maintenance of equipment and stock levels of drugs, dressings etc

2.3. Collection and maintenance of statistical information and administrative documentation relating to patients within the practice

2.4. Attendance at such meetings within the practice as are deemed necessary

2.5. Contribute to development of policies, protocols and guidelines within practicex

## 3. Professional Development

3.1. Pursue self-directed learning: identifying areas of weakness and taking steps to improve.

3.2. Complete significant event forms when these occur

3.3. Maintain continued education by attendance at appropriate courses and study days as agreed with the Practice Management team and GPs.

3.4. Educational meetings as arranged within the practice.

## 4. Confidentiality

Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.

4.1. The data must be held under the terms of the Data Protection Act and binding its principals.

4.2. Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.

4.3. In the performance of the duties outlined in the Job Description, the post-holder will have access to information relating to the business. All such information from any source is to be regarded at strictly confidential. All information relating to the business of the Two Rivers Medical Centre is strictly confidential and must not be divulged to any unauthorised person.

## 5. Health, Safety and Welfare

In accordance with the Health & Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities.

The post holder will assist in promoting and maintaining their own and others Health, Safety, Welfare and security as defined in the Practices Health & Safety Policy and in accordance with The Health and Safety at Work Act to include:

5.1. Using personal security systems within the workplace according to practice guidelines.

5.2. Identifying the risk involved in work activities and undertaking such activities in a way that manages those risks.

5.3. Making effective use of training to update knowledge and skills.

5.4. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.

5.5. Managing risks and reporting.

5.6. You will be issued with an identity badge which you must wear at all time on site.

5.7. You are responsible for the security of any keys, smartcards, passwords, etc., issued to you.

**6. Security:**

You will be issued with an identity badge which you must wear at all times on site.

## 7. Equality and diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include: • Acting in a way that recognizes 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

**8. 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

**Key competencies for the Post**

# Personal Specification

PROVEN CAPABILITIES, COMPETENCIES AND PERSONAL QUALITIES

The post holder will need to be able to demonstrate the following competencies as part of their daily work

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| Communication  Confident in communication methods and able communicate effectively with a wide variety of people with different skill sets, verbally and in writing  Needs to be able to remain calm in fraught circumstances.  Diplomatic when dealing with sensitive information or managing potential conflict  Understanding of the need to maintain confidentiality and data security |
| Teamwork  The ability to work as part of a integrated multi-skilled team  Ability to support and motivate a team successfully  An understanding, acceptance and adherence for the need to work to set guidelines and procedures with having work checked directly and indirectly by other members of the practice health care team  Show professional attitude and demeanour including courteous interaction with team members and managers.  Ability to work effectively and build relationships with a wide variety of people with different skill sets  Able to use initiative and develop new ideas to improve services Ability to work to and achieve targets |
| Customer Focus  Ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to enquiries and requests while adhering to practice limitations. Must be non-prejudicial |
| Problem Solving  Ability to make decisions appropriate to the situation while adhering to practice policies.  Ability to investigate and resolve discrepancies while adhering to practice policies.  Ability to apply common sense when dealing with situations which do not fit the norm.  Able to demonstrate innovation and resourcefulness |
| Planning and organisation  Self-motivated and able to work independently, resourcefully and under pressure, without direct supervision and determine own workload priorities.  An understanding and acceptance of ones capabilities and awareness of own limitations Must be reliable and accurate in all aspects of work. |
| Flexibility and Adaptability  Flexibility of working hours to cover changes in service demand as required by business needs  Must be adaptable and comfortable dealing with changing priorities  Able to work in a challenging and changing environment, responding quickly and flexibly to new developments Highly organised, able to plan and prioritise and monitor progress |

KNOWLEDGE AND SKILLS

The post holder will need to meet the following competencies in order to meet the recruitment criteria

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| **Essential** | **Desirable** |
| NVQ 2 or equivalent experience |  |
| Confident in use of electronic records and systems; databases and spreadsheets. | Experience of using SystmOne |
| Previous experience of working as a HCA  Knowledge of local and national promotion strategies, health policies and public health issues  Knowledge of clinical governance issues in primary care Knowledge of patient group directions and associate policy | Experience of working in a GP practice |
| GCSE grade A-C English and Maths or equivalent |  |
| Evidence of consistent pattern of learning from education, training and experience |  |

*The above statements are intended to describe the general nature and level of work performed by employee assigned to this classification and are not intended to serve as an exhaustive list of all responsibilities, duties and skills required.*

*Duties of the post could vary from time to time as a result of new legislation, changes in technology or policy. In this event, appropriate training will be provided.*

*This Job Description does not form part of a contract of employment and may be amended from time to time in agreement with the post holder.*

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| Post Holder |  |
| Date issued | July 2025 |
| Reviewed |  |