

JOB DESCRIPTION

JOB TITLE:	HEALTH CARE ASSISTANT
HOURS:	16.00 hours per week Working days: Monday AM, Tuesday PM & Friday (All day)
RESPONSIBLE TO:	Lead Clinical Practitioner and Lead Nurse

Job Summary:

The purpose of the role is to:

- Deliver Health Care Services and care to the practice population
- Work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

Person Specification

- NVQ level 3 in health and social care preferable
- Care Certificate required or willing to undertake on the job training to ensure certification achieved within three months of commencing employment
- Trained and experienced Phlebotomist - proof of training required
- Ability to work independently as part of a large team
- Excellent communication and interpersonal skills
- Ability to adapt to service needs whilst working in a busy environment
- Must be able to work within the rules governing patient confidentiality
- To be aware of the limitations within the Health Care Assistant role

Duties and Responsibilities:

The duties and responsibilities to be undertaken by members of the nursing team are varied and will differ from time to time under the direction of the Lead Clinical Practitioner / Partners / Practice Manager, dependent on current and evolving Practice workload and staffing levels:

- Maintain patient confidentiality at all times
- To collect blood samples from patients as per practice policy
- To have an understanding of wound management and be able to undertake dressings and removal of sutures as deemed suitable by trained nurse on duty
- To undertake tasks such as ECGs, Dopplers, injection of B12, Pneumococcal and Influenza Vaccine once received appropriate training
- To undertake monthly drug audit, check the expiry dates of all drugs in practice and ensure stock rotation
- To undertake opportunistic screening such as BP, BMI, smoking status
- To undertake Health Care checks
- To encourage health promotion and lifestyle changes where appropriate
- To recognise signs of child and adult abuse and report to Lead Nurse
- To input information on the practice IT systems
- Ensure effective communication with others to enable the delivery of patient focused care
- To report any error or complaint in accordance with practice guidelines
- Any other tasks that may be deemed necessary from time to time and are appropriate to the training given/received in the role of Phlebotomist/Health Care Assistant
- To assist with Stock Control/Inventory for the Nursing Team
- Use NHS Systems in order to input data and support daily activities e.g. EMIS Web, Docman etc. (Training will be provided)

- To liaise with other members of NHMP staff as appropriate e.g. IT, Care Co-ordinators, GPs etc.
- To attend Team meetings
- To carry out any other tasks deemed suitable for the grade

Training:

Post-holders will be encouraged and supported to undertake any training required to ensure appropriate role development.

- To maintain skills and any certification required for all aspects of role
- To attend all training as required e.g. Fire Lecture, Resuscitation update, Safeguarding, Data Security Awareness and Manual Handling; this is not an exhaustive list
- Any other training that may be deemed necessary from time to time to carry out the role of a Health Care Assistant

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:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Confidentiality:

- 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:

- 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:

- 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

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:

- 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 audits where appropriate