

## KINGSWOOD MEDICAL GROUP

### JOB DESCRIPTION

**Job Title:** Health Care Assistant

**Reports to:** Nurse Manager

**Location:** Carfax & Kingswood

#### Job summary

As an HCA you will deliver a professional and patient-focused service, working alongside and under the leadership and supervision of your clinical colleagues in our dynamic and fast-paced sites. As an integral part of our clinical support team, your skills as an HCA help us to deliver on our vision to make healthcare better.

#### Main Duties:

Welcoming patients to the clinic in a professional manner and acting as patient advocate at all times to ensure both privacy and dignity.

Clarifying patients identification and explaining the process of their appointment.

Managing clinical risk within own designated working area.

You will be expected to undertake blood tests, smoking cessation advice, provide baseline observations, undertake ECGs using the latest equipment, chaperoning where required.

Undertake stock control to support colleagues and the practice, specimen management and undertake chronic disease reviews.

Ensuring the smooth flow of clinical and administrative work whilst supporting nurses and other colleagues.

Accurately entering data into the patient management system and maintaining these systems with accurate and up to date information.

Adhering to the requirements of the Data Protection Act (1984) ensuring confidentiality of information regarding staff and patients is always maintained.

Dealing with telephone and direct enquiries in a prompt and effective manner, ensuring the provision of information and prioritisation of queries as appropriate.

Facilitating efficient patient scheduling and throughput, leading to optimal use of nursing capacity.

Cleaning, monitoring and tidying equipment as directed and report any problems or malfunctions to senior member of staff.

Maintaining a clean and safe working environment.

Remaining up to date with mandatory training and completing any additional courses required for this role.

Understanding all responsibilities and adhering to all statutory requirements for Health & Safety, COSHH, PPE, fire safety, complaints, accident reporting and magnetic field & radiation safety

Demonstrating safe, effective practice in line with policies and procedures.

Such other duties of a similar nature as may be required from time to time.

## **PERSON SPECIFICATION**

### **Essential Experience**

- Proven experience of working in a primary care setting
- Experienced in taking blood and undertaking ECGs
- Knowledgeable and experience in relation to specimen management
- Trained and experienced in providing injections (like B12s but not limited to)
- Qualified in Health and Social Care to Level 3
- Possess Care Certificate
- Proven experience of undertaking chronic disease reviews in line with the grading of the post.
- Working within a customer or patient focused environment
- Using Microsoft packages and other IT systems
- Dealing with conflict situations or challenging/upset patients in a calm and efficient manner
- Working with multi-skilled colleagues as part of a multi-disciplinary team
- A team player who is supportive, reliable and trustworthy
- A positive attitude with a helpful and proactive approach to customer service
- Someone who is approachable, dedicated and hardworking
- Someone who thrives on and remains calm and focused in challenging situations
- A professional, empathetic and courteous individual who cares about people and conducts themselves professionally with both patients and colleagues

**You will:**

- Be experienced in dealing with patients and know how to handle their queries effectively and sensitively
- Understand the importance of patient confidentiality and be aware of data protection
- Have excellent verbal and written communication skills
- Have effective listening skills with an ability to present information in a logical manner
- Be flexible in your working patterns to fulfil clinical requirements and be willing to adjust these at short notice to accommodate unexpected changes
- Understand the importance of patient confidentiality and be aware of GDPR
- Be confident in your ability to prioritise tasks
- Be able to follow instructions to support both your colleagues and patients
- You need to be willing to be flexible to accommodate the needs of Kingswood Medical Group
- There may be instances where our HCAs and nurses need to work additional hours or at our other site to support the operational requirements of the business