

HARTWOOD HEALTHCARE

Job Description Healthcare Assistant

Role Summary

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 to the entitled patient population. The healthcare assistant will deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education.

Primary Responsibilities

The following are the core responsibilities of the healthcare assistant. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. Undertake venepuncture
- b. Undertake wound care, dressings and other clinical tasks as required
- c. Carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
- d. Facilitate routine and 24-hour BP monitoring, advising patients accordingly
- e. Carry out ECGs as requested
- f. Carry out routine urinalysis and pregnancy test when required
- g. Carry out BMI checks as directed
- h. Ensure specimens are recorded and ready for onward transportation
- i. Act as a chaperone as required
- j. When trained, relevant seasonal and age related vaccinations – e.g flu/pneumovax
- k. When trained, carry out ear irrigation under the supervision of the practice nurse
- l. Administer B12 injections under PSDs
- m. Provide support during minor operations as required
- n. Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice IPC policy
- o. Deliver opportunistic health promotion/signpost where appropriate

Secondary Responsibilities

In addition to the primary responsibilities, the healthcare assistant may be requested to:

- a. Participate in practice audit as directed by the audit lead
- b. Participate in local initiatives to enhance service delivery and patient care
- c. Support and participate in shared learning within the practice
- d. Complete opening and closing procedures in accordance with the duty rota

Generic Responsibilities

All staff at Hartwood Healthcare have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to

their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Hartwood Healthcare must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Hartwood Healthcare, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 27 days leave each year and should be encouraged to take all of their leave entitlement.

The person specification for this role is detailed overleaf.

Person Specification

Person Specification – Healthcare Assistant		
Qualifications	Essential	Desirable
Healthcare qualification (level 3 or 4) or working towards gaining equivalent level	✓	
Phlebotomy certification	✓	
Ear syringing certification		✓
Experience	Essential	Desirable
Experience of working in a primary care environment		✓
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
Clinical Knowledge & Skills	Essential	Desirable
Wound Care / Removal of sutures & staples		✓
ECG's		✓
Venepuncture		✓
New patient medicals inc. Height, weight, BP, Pulse		✓
Chaperone procedure		✓
Spirometry		✓
Ability to record accurate clinical notes		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook		✓
EMIS / Systmone / Vision user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Ability to follow clinical policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure / in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Occupational Health Clearance	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.