

**Westbury On Trym Primary Care Centre**

<b>JOB TITLE:</b>	<b>Healthcare Assistant</b>
<b>REPORTS TO:</b>	<b>LEAD NURSE</b>
<b>HOURS:</b>	<b>Part-time (22 hours - must include working a Friday)</b>
<b>Salary</b>	<b>Depending on Experience</b>

**Job Summary:**

Working under the direct supervision of the practice nurses and strictly in accordance with specific practice guidelines and protocols, the healthcare assistant will assist the practice clinical team in the provision and delivery of prescribed programmes of patient care.

**Job Responsibilities:**

Assist in and perform routine tasks related to patient care as directed by senior nursing staff and GPs to include:-

- Phlebotomy
- Blood Pressure Monitoring
- Chaperoning duties
- Performing ECGs
- Assisting with wound care clinic
- Removing sutures and staples
- Some injectable medications (such as flu vaccinations)
- Patient health checks
- Processing and management of laboratory samples requested by GPs/nurses
- Sterilising, cleansing and maintenance of surgical equipment and clinical facilities before, during and after patient contact
- Vaccine/cold chain storage, monitoring and recording
- Surgical equipment and vaccine re-stocking and stock rotation
- Raising awareness of health and well-being and collecting patient information and health values

The job description may be amended and this list is not exhaustive.

**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 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.

### **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
- Attend practice/multidisciplinary meetings to carry out case reviews and to determine practice policy or schemes of work

### **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 time, workload and resources

**Communication:**

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize 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 audit where appropriate

## Person Specification

### Qualifications

Essential	Desirable
Relevant qualification in venepuncture	
Good standard of general education	

### Experience

Essential	Desirable
Experience of working with the general public	Experience of working in a primary care environment
Experience of working in a healthcare setting	

### Clinical Knowledge and Skills

Essential	Desirable
Venepuncture	
Ability to record accurate clinical notes	

### Skills

Essential	Desirable
Excellent communication skills (written and oral)	Competence in the use of Office and Outlook
Clear, polite telephone manner	Experience with EMIS
Effective time management (planning and organising)	Experience with Docman
Ability to work as a team member and autonomously	Interest in Research
Good interpersonal skills	
Ability to follow clinical policy and procedure	

### Personal Qualities

Essential	Desirable
Polite and Confident	Problem solver with the ability to process information accurately and effectively, interpreting data as required.
Flexible and cooperative	
Motivated	
High levels of integrity	
Sensitive and empathetic in distressing situations	
Ability to work under pressure	
Effectively utilise resources	
Punctual and committed to supporting the team effort	
Commitment to ongoing professional development	