**Job Description**

**Job Title: Healthcare Assistant**

**Reports to: Lead Nurse**

**Hours: To be agreed**

**Job Summary**

* The HCA will work under the direct supervision of the nurse manager and strictly in accordance with specific practice guidelines and protocols.
* The HCA will assist the practice clinical team in the provision and delivery of prescribed programmes of patient care.
* The post will include some administrative duties.
* The HCA is responsible for seeing patients with booked appointments for clinical procedures.
* The HCA will liaise closely at all levels within the teams.
* To embrace any new ideas with confidence and enthusiasm that will take the practice forward.

**Job Responsibilities – clinical**

* Phlebotomy
* Anticoagulation
* New patient health checks
* NHS health checks
* Contribute towards chronic disease management checks
* ECG recording
* Blood pressure monitoring/24 hr BP monitor/Home BP monitoring
* Hypertension reviews
* Flu vaccinations under PSD
* B12, Shingles, pneumococcal vaccination under PSD
* Simple dressings
* Urinalysis
* Chaperoning
* Preparation and processing of laboratory samples ie MSU, sputum, faeces
* Preparing medical equipment by ensuring infection and control procedures are adhered to
* Removal of sutures/clips
* Working strictly within the guidelines and boundaries that are set, referring to the Practice nurse lead or GP for any clinical decisions that are to be made
* Any other duties as directed
* Maintaining a professional attitude at all times towards patients and displaying an understanding and a caring attitude

**Job Responsibilities – non clinical**

* Administrative duties as directed.
* Maintain general tidiness and cleanliness of nurses and treatment rooms
* To have a thorough knowledge of Practice procedures
* To work in accordance to written protocols
* Vaccine/cold chain storage, monitoring and recording
* Carry out regular stock control of medical equipment in consulting and treatment rooms on a weekly basis
* Participation in administrative systems in the Practice
* Maintain accurate and timely records, ensuring the clinical system is kept up to date
* A duty to advice Practice nurse lead/managers of potential problems or errors within a range of assigned tasks
* Attend and participate in any practice meetings and training when required
* Responsible for own time management
* To assist in seasonal and special projects as requested eg. Flu campaign
* To undertake any other duties appropriate to the post as required by the Partners, Nurse Lead or Practice management.

**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 cares, 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 confidential

Information related to patients, carers, colleagues, healthcare workers or the business of the practice may only be divulged to authorised persons, in accordance with practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

**Health and Safety**

The post holder will assist on a full range of promotion and management of their own and others’ health and safety and infection control as defined in the practice Health and Safety policy and the practice Infection Control policy and published procedures. This will include but not limited to:

* Using personal security systems within the workplace according to practice guidelines
* Awareness of national standards of infection control and cleanliness and regulatory/contractual/professional requirements and good 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
* Demonstrate due regard for safeguarding and promoting the welfare of children and vulnerable adults

**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 peoples’ needs for alternative methods of communication and respond accordingly

**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 individuals’ rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation
* Respect the privacy and dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner that 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 as training to include:

* Participation in annual individual performance reviews and interim reviews, 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/complete all mandatory training either within the practice, at recognised training venues or using agreed online training resources
* Attend in house training applicable to post ie. Clinical training – lunch time/ training events and other relevant educational meetings

**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 teams’ performance
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

**Contribution to the implementation of services**

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

* 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