

Please amend/add as required

Apprentice Health Care Assistant

Job Description

Organisation:

Salary:

Responsible to:

Accountable to:

Role Definition

The post holder will be supported and trained to become responsible for assisting the qualified nursing and medical staff in carrying out assigned tasks, involving direct nursing care in support of and supervised by a Registered Nurse/medical staff. This role will cover Practices; [Practice 1], [Practice2], [Practice 3]

The post holder will at all times demonstrate and behave in a manner in accordance with the Practice's Policies and protocols.

Main Responsibilities:

1. New patient registration checks, NHS Health Checks, including completing any necessary paperwork and referrals within the Practice
2. BP monitoring
3. Urinalysis
4. Phlebotomy
5. Provide lifestyle advice to patients making any necessary referrals within the Practice
6. Weight monitoring
7. Ensure specimens are labelled and bagged ready for collection with the necessary paperwork completed
8. Simple dressings
9. Ensure clinical waste collection runs smoothly, reporting any problems to the Nurse Manager
10. Ensure sharps bins are ready for collection
11. Restocking/maintenance of equipment
12. Restocking of clinical areas and consulting rooms

N/B Before performing these tasks, proven training must be received and documented in the training pack.

Professional /Clinical:

1. Maintain high standard of personal contact and communication with patients, particularly during treatments.
2. Participate in observing and collecting specimens as required, and measuring / charting fluids as directed.
3. To avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
4. To safeguard at all times confidentiality of information relating to patients and staff.
5. To behave in a manner which ensures the security of the Practice.
6. To abide by all relevant Practice Policies and Procedures.

Administrative/Managerial:

1. Participate in the administrative and professional responsibilities of the practice team
2. Ensure accurate and legible notes of all consultations and treatments are recorded in the patients notes
3. Ensure the clinical computer system is kept up to date with accurate details recorded
4. Ensure appropriate items of service claims are made accurately, reporting any problems to the practice administrator
5. Ensure accurate completion of all necessary documentation associated with patient health care and registration with the practice
6. Ensure collection and maintenance of statistical information required for regular and ad hoc reports
7. Attend and participate in practice meetings as required
8. Assist in formulation of practice philosophy, strategy and policy
9. Restocking and maintenance of clinical areas and consulting rooms
10. To assist in seasonal and special projects as requested e.g. flu campaign
11. Ordering and display of Health Promotion materials

Confidentiality:

1. 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
2. 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
3. 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:

1. Using personal security systems within the workplace according to practice guidelines
2. Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
3. Making effective use of training to update knowledge and skills
4. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
5. Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

1. 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
2. Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
3. 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:

1. Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
2. Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
3. Participate in apprentice training with selected apprentice provider.
4. Uphold apprentice learning contracts/agreements.
5. The post holder will be supported by a named Nurse in each Practice.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

1. Alert other team members to issues of quality and risk
2. Assess own performance and take accountability for own actions, either directly or under supervision
3. 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
4. Work effectively with individuals in other agencies to meet patients' needs
5. 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:

1. Communicate effectively with other team members
2. Communicate effectively with patients and carers
3. Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

1. Apply practice policies, standards and guidance
2. Discuss with other members of the team how the policies, standards and guidelines will affect own work
3. Participate in audit where appropriate.

This job description is subject to regular review and appropriate modification in consultation with the post holder.

Please print names and obtain signatures once Job Description is agreed:

Employee

Print:

Sign:

Date:

Manager

Print:

Sign:

Date:

Desired skills	<ul style="list-style-type: none">• Ability to build relationships with colleagues and customers• Excellent verbal and written communication skills• Ability to work to deadlines and maintain a focus on priority tasks• Team player• Organised and diligent• Attention to detail
Personal qualities	<ul style="list-style-type: none">• Hard working• Motivated• Enthusiastic and keen to progress• Good telephone manner• Takes pride in their work
Desired qualifications	Maths and English at Grade C (or equivalent) and above desirable although not essential.