**JOB DESCRIPTION**

**JOB TITLE: Healthcare Assistant (HCA)**

**LOCATION: Much Birch Surgery**

**ACCOUNTABLE TO: Lead Practice Nurse**

**JOB PURPOSE**

Working under the direct supervision of the Lead Practice Nurse 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.

### Main Responsibilities

**Key Responsibilities:**

**Clinical Support:**

* Work with the clinicians in the practice to provide patient care and in accordance with practice protocols and procedures
* Taking of blood samples safely and accurately, following all infection control protocols
* Prepare patients for chronic disease reviews (e.g., hypertension, diabetes), including measuring and recording blood pressure, weight, and height, urinalysis
* Perform routine clinical tasks such as administering B12 injections, pneumococcal vaccinations, and other designated immunisations
* Process urine samples and other basic pathology specimens in accordance with practice protocols.
* Offer basic lifestyle advice in relation to chronic disease management, including diet, exercise, smoking cessation, and alcohol reduction, supporting clinical staff in patient education.
* Be aware of current evidence based approaches to patient care and demonstrate this in practice ensuring compliance with the requirements of the designated outcomes for the Quality & Outcomes Framework
* Be fully aware of the limitations on medical advice that may be given within the remit of the role
* Document findings in patient’s records and report any abnormal findings or changes in patient’s observations
* Prepare clinical rooms and equipment ahead of patient consultations to ensure smooth workflow.
* Assist GP colleagues with insertion/removal of contraceptive implants/systems as required in allocated clinics.
* Act as a chaperone as needed
* Assist clinicians in emergency management of patients, and be confident in basic resuscitation techniques

**Stock and Inventory Management:**

* Order, receive, and manage nursing and clinical stock to ensure availability of essential supplies.
* Stock and maintain clinical rooms, checking expiry dates and removing out-of-date or damaged items.
* Maintain accurate inventory records and report stock shortages or discrepancies promptly.

**Infection Prevention and Control (IPC):**

* Work closely with the IPC lead to audit and maintain cleanliness and infection control standards in clinical areas.
* Monitor compliance with IPC protocols during room preparation and cleaning.
* Report any infection control concerns or breaches immediately.

**COMMUNICATIONS AND WORKING RELATIONSHIPS**

The post holder will be required to work alongside all members of Much Birch Practice and wider Taurus Healthcare teams including:

* Operations Manager
* Reception Team
* Medical Secretaries
* General Practitioners
* Practice Nurses
* Advanced Nurse Practitioners
* Healthcare Assistants
* South and West PCN employed ARRS staff
* Clinical Directors
* Quality Team
* Human Resources

**PERSONAL DEVELOPMENT**

* To undertake mandatory training regularly
* To keep up to date with and attend training on revisions to information systems or changes in protocols for the inputting of data in the light of Local and national initiatives. To adhere to agreed protocols at all times.
* To participate in Individual Performance Review and Personal Development plans on an annual basis and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.

# CLINICAL GOVERNANCE AND QUALITY ASSURANCE

* To realise the importance of confidentiality when dealing with patients and staff, particularly when giving or receiving information over the telephone in accordance with the Data Protection Act.
* Maintain the high standards of the service by contributing towards individual, team and service objectives and acting at all times in the best interest of patients.
* To accurately collect, collate and input data to Information Systems as required by procedures to ensure that patient database records are up to date and accurate.
* To participate in Individual Performance Review and Personal Development plans on an annual basis and to undertake training and development as identified within these discussions and as indicated by the requirements of the post.

## INFORMATION GOVERNANCE

* Taurus Healthcare requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the company and its service users and employees.
* All Taurus Healthcare staff are bound by a duty of confidentiality and must conduct their duties in line with the NHS Confidentiality Code of Practice, Data Protection Act and Freedom of information Act.
* Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date.  The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
* All Information obtained or held during the post-holder’s period of employment that relates to the business of the company and its service users and employees will remain the property of the Taurus Healthcare.  Information may be subject to disclosure under legislation at the Company’s discretion and in line with national rules on exemption.
* Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal.  Breaches after the post-holder’s employment has ended could result in the Company taking legal action against them.

**HEALTH AND SAFETY**

* To have responsibility for health, safety and welfare of self and others at work. This includes being conversant with Health & Safety policies and procedures and ensuring incidents, accidents and near misses are reported; taking part in the risk management process and carrying out tasks/using equipment only when competent to do so.
* Be responsible for ensuring the general environment is clear of all hazards.
* All staff have a responsibility to apprise themselves of how the prevention of the spread of infection relates to their role.  They have a responsibility to ensure they are aware of Company policies and procedures in relation to infection prevention and control, and ensure that they comply with them in fulfilling their role.
* To adhere to practice Occuptional Health advice of immunisations needed for the role.
* 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

**EQUALITY AND DIVERSITY**

* Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Act in a way that recognises the importance of peoples rights, interpreting them in a way that is consistent with Taurus procedures / policies and current legislations.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

This job description may be amended by management through consultation with the post holder in order to reflect changes in, or to, the job.

**PERSON SPECIFICATION**

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| --- | --- |
| Job Title: **Healthcare Assistant** |  |
| CRITERION | ESSENTIAL(Should possess to do the job) | DESIRABLE(Could also possess) | Tested @ INTERVIEW | Tested on APPLICATION FORM | WEIGHTING FOR EACH CRITERIAHigh = 3Medium = 2Low = 1 |
| EDUCATIONAL AND PROFESSIONAL QUALIFICATION |
| GCSE grade A-C in English and Maths or equivalent | X |  |  |  |  |
| SKILLS |
| Excellent communication skills (written and oral) | X |  |  |  |  |
| Strong IT skills | X |  |  |  |  |
| Effective time management (planning and organising) | X |  |  |  |  |
| Ability to work as a team member and autonomously | X |  |  |  |  |
| Problem solving and analytical skills | X |  |  |  |  |
| Ability to follow policies and procedures | X |  |  |  |  |
| KNOWLEDGE/EXPERIENCE |
| Experience of working with the general Public | X |  |  |  |  |
| Experience of administrative duties |  | x |  |  |  |
| Experience of working in a healthcare setting | X |  |  |  |  |
| Experience of working in General Practice |  | x |  |  |  |
| Experience of performing clinical tasks | x |  |  |  |  |
| Knowledge of Primary care clinical systems eg EMIS |  | x |  |  |  |
| PERSONAL QUALITIES OR ATTRIBUTES |
| Polite and Professional | x |  |  |  |  |
| Problem solver with the ability to process information accurately and effectively, interpreting data as required | X |  |  |  |  |
| Sensitive and empathetic in distressing situations | X |  |  |  |  |
| Ability to work under pressure/in stressful situations | X |  |  |  |  |
| Effectively able to communicate and understand the needs of the patient | X |  |  |  |  |
| Commitment to ongoing professional development | x |  |  |  |  |