	JOB DESCRIPTION	REF: JD05
	SHEET 1 OF 2	ISSUE: 1
JOB TITLE Healthcare Assistant	WRITTEN SM DATE: 07/07	Updated: SM DATE: 12/16
RESPONSIBLE TO THE GP PARTNERSHIP	LINE MANAGER NURSE LEAD	

Location: Coastal & City Sites
Key Working Relationships: Partnership, Lead GP, Lead Nurse, Admin Site Lead, Management, Practice team

Job Summary:
To assist the nursing team in their clinical and administrative activities to provide a high standard of nursing care for patients.
Support and promote the aims and ethos of the practice.

Our Vision and Values:
The Coastal Partnership is passionate about providing high quality NHS care and putting patients first
To underpin this, we have established a set of Core Values:

Patients First
Our first priority is to our patients, providing them with excellent, safe and timely care.
Quality
We work hard to improve the quality of our services, learning from our successes and mistakes, and avoiding blame.
Integrity
We are open, honest, empathetic and respectful, avoiding discrimination at all times.
Safe and Efficient
We provide safe clinical care to every patient, in a timely fashion. We keep our administrative actions and processes simple.
Communicating and Listening
We communicate clearly and listen well, whilst employing the highest standards of confidentiality.
Teamwork
We recognise the importance of good teamwork, within our own teams and across organisational boundaries.

Our training, policies, procedures and practices are all intended to support behaviours in line with our values we expect all staff to uphold these

Key Responsibilities:

- To perform duties delegated by members of the Nursing team, maintaining high standards of care.
- To liaise and work effectively with members of the team to ensure an efficient system of communication in response to patient/carers needs and any change in situations.
- To understand, and adhere to the strict need for confidentiality.
- To be supportive and understanding to relatives and carers.
- To reinforce advice given by other Health Professionals.
- To promote health enhancing choices enabling the population to take responsibility for their own health by offering constructive support.
- To maintain detailed and accurate records at all times
- Attend and participate in any practice meetings when required.
- Ensure all Health and Safety requirements and Infection Control measures are met and to report any problems to the Nurse Lead
- Be able to prioritise own workload on a day to day basis.

Main Duties include:

- Prepare consulting/treatment rooms, and maintain stocks of equipment
- Assist as chaperone and with minor surgical procedures as required
- Assist with immunisation sessions
- Admin tasks required by the clinical team such as collection of data for audit.
- To undertake procedures and report back to clinical team with results. For example
    - ECGs
    - Immunisations Flu/B12/Covid
    - Basic Wounds
    - Stock Control and Basic Administration
    - Blood pressure recording
    - Taking temperature and pulse
    - General/Specialist Health Checks
    - Phlebotomy and INR Star
    - Digital Dopplers
    - Urine testing
    - Height and Weight measurements

Education Training and Development:

- Engage in appropriate professional development activities in order to maintain clinical competence and performance by attending staff meetings and joint educational meetings
- Report on audits, and implement recommendations as appropriate.
- Contribute to the facilitation of a suitable educational environment in which to support the development and learning of medical and nursing students on placement

- Undertake mandatory and statutory training, keeping up to date with emergency procedures undertaking training as required.

Personal & professional development

- Annual reviews
- Participate in the annual process of appraisal

Patient information and records:

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 company 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 organisation may only be divulged to authorised persons in accordance with the organisations policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Patient electronic records

- To document full and accurate records of assessments, investigations, procedures, treatments and aftercare. Documentation should be in accordance with standards or record keeping agreed by Medical Bodies and be recorded in the patients' electronic notes on the clinical system
- To encourage colleagues to maintain good and complete records.
- Working closely with the reception team and the administrator, ensuring all records pertinent to patients are scanned and filed as appropriate.
- Updating/amending the clinical computer system with details of patient and treatments

Communication

- To maintain effective lines of communication and strive to
- Actively listen and respond to what people are saying.
- Communicate effectively with patients, carers and other team members
- Recognise people's needs for alternative methods of communication and respond accordingly.
- To develop effective working relationships with colleagues to provide a cohesive team management approach

- To maintain and develop links between the surgery, wider team and external organisations.

Policy and Guidance

- Awareness of and compliance with all relevant company policies/guidelines, e.g. prescribing, confidentiality, data protection, health and safety, safeguarding
- To participate and contribute to operational policy making, attending appropriate meetings and representing the Practice as required.
- Ensure service development and delivery follows local and national guidelines, for example and where applicable Enhanced Service agreements and contract key performance indicators.
- Ensure that the Practice complies with NHS/ CCG / NHS England contractual obligations in relation to patient care

Health & Safety

- To act responsibly in respect of own and colleagues' health, safety, welfare and security, following safe work practices and complying with Health and Safety Policies.

Equality and Diversity

- To support the equality, diversity and rights of patients, carers and colleagues, to include:
    - Acting in a way that recognises the importance of people's rights, and 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, non-judgmental and respects the circumstances, feelings, priorities and rights of every individual.

General

- This job description is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken.
- The postholder will be expected to undertake any other duties that may be requested by the line manager in order to facilitate the smooth running of the service.
- The Coastal Partnership is constantly evolving and subject to change, therefore this job description is subject to review dependent on the needs of the service and the company.
- Any amendments will be discussed with the post holder.
- The post is subject to the Terms and Conditions of Employment of the Coastal Partnership

SUPPLEMENTARY INFORMATION

Health clearance is required for this appointment.

A DBS check (previously Criminal Records Bureau check) will be required before appointment for all posts with access to children or vulnerable adults.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the service may only be divulged to authorised persons in accordance with the Data Protection Act, and policies and procedures relating to confidentiality and the protection of personal and sensitive data.

The post holder must always keep all patient related information confidential; this includes if the patient is deceased and if the post-holder is no longer employed by the Coastal Partnership.

The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.

The Coastal Partnership is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to undertake this commitment.

The Coastal Partnership aims to provide the highest standards of care. To further this aim the post holder is expected to adhere to acceptable working practices as defined in policies and guidelines.

The post holder has a personal responsibility to keep up to date and, if s/he encounters unacceptable practice, to raise this in a responsible and appropriate manner, if necessary through the whistleblowing procedure.

All staff should adhere to any codes of conduct or professional standards set by the regulatory bodies with whom they are registered or by professional bodies of which they are a member.

Smoking is not allowed on any part of The Coastal Partnership premises.

The post holder is expected to comply with the Coastal Partnership's policies and procedures.

The Coastal Partnership is unable to accept responsibility for articles of personal property lost or damaged on its premises whether by burglary, fire, theft or otherwise and staff are advised to insure against all risks.

PERSON SPECIFICATION

Education/ Qualifications

NVQ or equivalent in Healthcare
Previous experience in the caring profession
Driving licence

Experience and Knowledge

A knowledge of and interest in general practice and Primary Care
Have good organisation skills
Experience of using Systm One and Web Ice
Knowledge and understanding of Infection Control
Knowledge and understanding of Confidentiality

Skills and Abilities

Excellent communication skills
Team player
Adaptable /Flexible /energetic and enthusiastic
To be a reflective and a supportive practitioner
Meticulous and accurate in transcribing /relaying information
Challenge accepted practice

Required Skills for the HCA position:

- Phlebotomy
- Blood Pressure
- ECG
- Dopplers
- Minor dressings ongoing supervision
- Staple/stitch removals (Asterisk preferable)
- Pre diabetic checks (Foot Checks with asterisk)
- NHS checks
- Assist with minor ops
- Chaperoning
- Injections (flu & B12)

Desirable Skills for the HCA position (Level 2 Extended Skills):

- SMI Checks
- Spirometry
- LD Health Checks
- Injections (FLU & B12)

- Minor dressing
- Staple Stitch Removals
- Pre Diabetic Foot Checks
- Phlebotomy
- Blood Pressure
- ECG
- 24 Hour BP Fitting
- NHS Checks
- Assist with minor ops
- Chaperoning

Acknowledgment and Signature

I, _____ (Employee Name), acknowledge that I have read and understood the responsibilities, duties, and expectations described in this Job Description. I understand that reasonable changes can be made as needed.

Employee Signature: _____

Date: _____