HCA job description and person specification

JOB TITLE: HEALTHCARE ASSISTANT

**REPORTS TO:                        TRACY FELTON, NURSE PRACTITIONER (Clinically)**

**SALLY MARSH, PRACTICE MANAGER (ADMIN)**

**HOURS:                                  37.5 hours per week**

**We will consider 2 x part time applicants on a job share basis**

**Job summary:**

Working under the direct supervision of Tracy Felton, Nurse Practitioner and strictly in accordance with specific practice guidelines and protocols and within the scope of their practice, the healthcare assistant will assist the practice clinical team in the provision and delivery of prescribed programmes of patient care, including preventative care, health promotion and patient education.

**Duties and responsibilities:**

* NHS health checks and new patient checks
* ECG recording
* Phlebotomy
* Assisting the Practice Nurse with annual reviews; hypertension, CHD, Stroke and Peripheral Arterial Disease.
* Undertake wound care, dressings and other clinical tasks as required under supervision of the Practice Nurse
* When trained, administer B12 injections and flu vaccinations
* Breath test, D-Dimer and pregnancy testing
* Facilitate routine and 24-hour BP monitoring, advising patients accordingly
* Chaperoning duties
* Sterilising, cleansing and maintenance of surgical equipment
* Vaccine/cold chain storage monitoring and recording of fridge temperatures.
* Clearing and re-stocking consulting rooms
* Assisting in the assessment and surveillance of patients’ health and well-being
* Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual
* Helping to raise awareness of health and well-being and how it can be promoted
* Assisting with the collection and collation of data on needs related to health and well-being
* Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice IPC policy

**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 implement and lead on a full range of promotion and management their own and others’ health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be 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
* Responsible for the correct and safe management of the specimens process, including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
* Management and maintenance of Personal Protective Equipment (PPE) for the practice, including provision, ordering, availability and ongoing correct usage by staff
* Responsible for hand hygiene across the practice
* Ownership of infection control and clinically based patient care protocols, and implementation of those protocols across the practice
* Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
* Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
* Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
* Safe management of sharps procedures including training, use, storage and disposal
* Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
* Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
* Undertaking periodic infection control training (minimum twice annually)
* Routine management of own team / team areas, and maintenance of work space standards
* Waste management including collection, handling, segregation, container management, storage and collection
* Spillage control procedures, management and training
* Decontamination control procedures, management and training, and equipment maintenance
* Maintenance of sterile environments
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**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 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 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 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

**Quality**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

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 own 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
* Recognise 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

**Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.  Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

**Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

**Service Delivery**

Staff at Mount Chambers Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

**Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

**Professional Conduct**

At Mount Chambers Surgery, staff are required to dress appropriately for their role. For clinical staff scrubs or a tunic top will be provided by the practice.

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| **Person Specification – HCA** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Relevant qualification | √ |  |
| Good standard of general education | √ |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working in a primary care environment |  | √ |
| Experience of working with the general public | √ |  |
| Experience of working in a healthcare setting | √ |  |
| **Clinical Knowledge & Skills** | **Essential** | **Desirable** |
| Venepuncture | √ |  |
| NHS Health check |  | √ |
| New patient’s health check |  | √ |
| ECG | √ |  |
| Spirometry and reversibility |  | √ |
| Facilitate routine BP monitoring | √ |  |
| Facilitate 24-hour BP monitoring | √ |  |
| Wound care and dressings | √ |  |
| Vitamin B12 injections |  | √ |
| Pneumonia – Shingles vaccinations |  | √ |
| Flu vaccinations |  | √ |
| Smoking cessation |  | √ |
| Ability to record accurate clinical notes | √ |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | √ |  |
| Strong IT skills | √ |  |
| Clear, polite telephone manner | √ |  |
| Competent in the use of Office and Outlook |  | √ |
| EMIS / Systmone / Vision user skills |  | √ |
| Effective time management (Planning & Organising) | √ |  |
| Ability to work as a team member and autonomously | √ |  |
| Good interpersonal skills | √ |  |
| Ability to follow clinical policy and procedure | √ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | √ |  |
| Flexible and cooperative | √ |  |
| Motivated | √ |  |
| Problem solver with the ability to process information accurately and effectively, interpreting data as required | √ |  |
| High levels of integrity and loyalty | √ |  |
| Sensitive and empathetic in distressing situations | √ |  |
| Ability to work under pressure / in stressful situations | √ |  |
| Effectively able to communicate and understand the needs of the patient | √ |  |
| Commitment to ongoing professional development | √ |  |
| Effectively utilises resources | √ |  |
| Punctual and committed to supporting the team effort | √ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | √ |  |
| Disclosure Barring Service (DBS) check | √ |  |
| Occupational Health Clearance | √ |  |