



JOB DESCRIPTION

Job Title:	Health Care Assistant (HCA)
Job Location:	As per contract
Responsible to:	Practice Manager / Clinical Manager
Hours of work:	As per contract
Salary:	As per contract

PURPOSE

The purpose of the role is to assist the clinical team in the service and delivery of the care management of the practice population. The post holder works under indirect supervision of the clinical team and undertakes task and duties delegated by the clinical team or a suitably qualified regulated professional. They will work collaboratively with the general practice team to meet the needs of patients, following policy and procedures while providing supervision to more junior staff.

KEY RESPONSIBILITIES

Communication

- Communicate effectively with other team members
- Communicate effectively with patients and carers, recognising their needs for alternative methods of communication

Personal and people development

- Take responsibility for own developmental learning and performance, including participating in supervision
- Take responsibility for maintaining a record of own personal development
- Work with management on any new training requirements
- To recognise and understand the roles and responsibilities of individuals working in the primary health care team
- Be aware of the legal issues pertinent to the role of a basic HCA (band 2)
- Health, safety and security
- Use the personal security systems within the workplace according to practice guidelines
- Identify the risks involved in work activities and undertake them in a way that manages the risks
- Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting of any potential risks identified, including:
 1. Hand washing
 2. Universal hygiene procedures
 3. Collection and handling of laboratory specimens
 4. Segregation and disposal of waste materials



5. Decontamination of instruments and clinical equipment
 6. Reporting and treatment of sharps injuries
 7. Dealing with blood and body fluid spillages
 8. Assist patients and colleagues in adopting sound infection control measures
- Understand and apply the principles of the cold chain
 - Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility
 - Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate
 - Be aware of statutory child health procedures and statutory local guidance and referral criteria
 - Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility
 - Use the computer monitor safely
 - Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health

Service improvement

- Be aware of and, if appropriate, assist in current clinical audit
- Work with colleagues in the team on the development of current and new services and other initiatives
- Maintain the notice board in the waiting room and promote good health with educational material
- Deal with requests from patients and clinical staff for health information leaflets

Quality

- Alert other team members to issues of quality and risk in the care of patients
- Ensure own actions are consistent with clinical governance systems
- Practice in accordance with agreed standards of care
- Enable patients to access appropriate professionals in the team
- Ensure stock items under your control are ordered and available in the treatment and consulting rooms
- Know how clinical governance affects the HCA role and bring to the attention of more senior staff any specific risk situation
- Know the practice's policies, especially the whistle-blowing policy, available in the practice staff handbook
- Be able to manage your own time effectively

Clinical skills – health and well-being

- Undertake, record and follow guidelines for the tasks for which you have received appropriate training:
- Understand basic legal and communication issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour
- Act as a chaperone
- Urinalysis and preparation of specimens for investigation by the pathology laboratory
- Perform new patient health checks
- Measuring and recording following physiological measurements in routine presentations:
 1. Blood pressure
 2. Pulse rate and rhythm



3. Temperature
 4. Height and weight - body mass index
 5. Visual acuity
 6. Venepuncture
 7. Smoking cessation
 8. Ecg
 9. Spirometry
- Prepare and maintain environments and equipment before, during and after patient care interventions
 - Assist in raising awareness of health and well-being, and how it can be promoted
 - Give accurate and appropriate information to patients and groups within own competence
 - Support and monitor patients during nebulisation therapy
 - Assist clinicians in minor surgery and coil fitting
 - Perform basic dressing changes according to a nursing care plan
 - Information processes
 - Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate
 - Maintain confidentiality or information relating to patients, relatives, staff and the practice
 - Take the necessary precautions when transmitting information
 - Complete information governance on-line tool kit

WORKING CONDITIONS

Physical Demands

The post holder may have to work odd or long hours at times to complete special requests or projects. The post holder may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The working environment is busy and demanding. The post holder will have to serve a number of people and projects at one time, and will be interrupted frequently to meet the needs and requests of staff. The post holder may find the environment to be busy, noisy and will need excellent organisational, time and stress management skills to complete the required tasks.

Mental Demands

The post holder will have to manage a number of requests and tasks at one time and must be prepared to deal with emergencies and stressful situations at any time.

Confidentiality

In the course of employment the post holder will have access to confidential information relating to the employers business. The post holder is required to exercise due consideration in the way they use such information and should not act in any way that might be prejudicial to the employers interests. Information which may be included in the category which requires extra consideration covers information relating to the general business of the employer and information regarding individuals. If the post holder is in any doubt regarding the use of

information in the pursuit of their duties they should seek advice from their Line Manager before communicating such information to any third party.

In the course of seeking treatment, patients entrust the company 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. This information is to be treated 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 employers' policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Data Protection

The employer is registered under the Data Protection Act 1998. The post holder must not at any time use the personal data held by the employer or disclose such data to a third party for a purpose not described in the Register entry. If the post holder is in any doubt regarding what they should or should not do in connection with the Data Protection Act 1998 then they must contact their Line Manager.

Health and Safety

The post holder must be aware of the responsibility placed on them under the Health and Safety at Work Act 1974 to maintain a healthy and safe working environment for both staff and visitors. The post holder also has a duty to observe obligations under the employers Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

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:

- 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
- 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.

Financial Regulations

The post holder is responsible for the security of the property of the employer, avoiding loss of or damage to property and being economical and efficient in the use of resources.

Place of work

The post holder may be required to work at any of the employer's locations sites in line with service needs.

Equality and diversity



The post holder must cooperate with all policies and procedures designed to ensure equality of employment. Fellow workers, patients and visitors must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

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 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:

- 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.

SAFEGUARDING

- The post holder has responsibility to ensure you have read and understood local safeguarding procedures for the areas that you work in.
- The post holder has responsibility to ensure you identify potential safeguarding concerns, and follow local safeguarding procedures to ensure they are reported and managed, and to follow professional guidelines in relation to safeguarding concerns.
- The post holder has responsibility to ensure that you keep up to date in safeguarding by completing your mandatory safeguarding training

This job description describes responsibilities, as they are currently required. This is an outline job description and should not be regarded as an inflexible specification. Priorities may change in line with service needs and new duties introduced after consultation with the post holder. It is anticipated duties will change over time and the job description may need to be reviewed in the future.



PERSON SPECIFICATION
Healthcare Assistant

	ESSENTIAL	DESIRABLE
Education	<p>Basic literacy and numeracy skills</p> <p>Basic computer experience</p> <p>Willingness to undertake an NVQ or an equivalent qualification</p>	HVQ Level 3 HCA
Knowledge, Skills and Experience	<p>Demonstrates a basic understanding of the needs of the patient and the role of the HCA</p> <p>Willing to develop clinical skills and competency relevant to the role e.g. phlebotomy skills</p> <p>Demonstrates motivation, reliability and commitment to team working and the development of others</p> <p>Flexible, reliable and responsive to change</p> <p>Manual dexterity and manipulation skills</p> <p>Ability to handle simple medical equipment e.g. ECG machine</p> <p>Ability to assist others with the delivery of care e.g. assisting in minor surgery</p> <p>Fitness to do the job within manual-handling policy</p> <p>Concentration required daily, e.g. Ability to deal with occasional exposure to distressing circumstances or emotional events</p> <p>Ability to cope with occasional exposure to aggressive behaviour</p> <p>Ability to work with competing priorities</p>	Understands issues regarding accountability and delegation



	<p>Ability to deal tactfully and empathetically with distressed or anxious patients and carers Personal physical contact with patients</p> <p>Ability to work with high patient turnover and a pressurised environment on a daily basis</p> <p>Must be able to travel between sites and undertake occasional home visits</p> <p>Able to communicate routine information that requires tact and persuasive skills, or where there may be barriers to understanding</p> <p>Ability to communicate effectively via telephone or group discussion</p> <p>Good interpersonal skills</p> <p>Participate in the care of equipment</p> <p>Undertake stock control</p>	
<p>Aptitudes</p>	<p>Honest</p> <p>Good numeracy skills</p> <p>Excellent communication skills including ability to listen, to discuss and to inform clearly; ability to record in writing both clearly and accurately; ability to produce reports.</p> <p>Intelligent, clear thinking and analytical.</p> <p>Able to take an overview, prioritise effectively and plan strategically Self-motivated, reliable and dedicated</p> <p>Ability to make decisions, use own initiative and be innovative</p> <p>Well organised and meticulous with good time management, leadership and delegation skills</p> <p>Flexible working attitude</p>	<p>Ability to keep business partners informed by distilling information and providing regular reporting structure</p> <p>Able to develop local networks</p> <p>Able to provide support and cross cover at most levels</p>



	<p>Able to work as part of a team, to promote a good team spirit and to be sensitive and assertive as appropriate.</p> <p>Able to manage conflict</p>	
Other	<p>Must either be Hepatitis B immune or be willing to undergo an immunisation course</p>	