

JOB DESCRIPTION

JOB TITLE: HEALTHCARE ASSISTANT

REPORTS TO: SENIOR PRACTICE NURSE / PRACTICE MANAGER

Job Summary:

Working under the direct supervision of the Senior 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. The post will also include some administrative duties.

Duties and Responsibilities:

- Re-stock the consulting room trollies / check stock dates
- Phlebotomy
- New patient health checks and NHS health checks
- Administration for BP monitoring
- Working closely with the infection control lead to ensure compliance
- ECG recording
- Blood Pressure monitoring
- Vascular reviews
- Flu vaccinations
- Dressings
- Urinalysis
- Chaperoning duties
- Processing and management of laboratory samples requested by GPs/Nurses
- Cleansing and maintenance of surgical equipment
- Surgical equipment and vaccine re-stocking, stock rotation
- Ordering of clinical supplies and vaccines
- Preparing and maintaining environments and equipment before, during and after patient care interventions including assisting GPs during the performance of minor operations
- Ensure clinical waste collection runs smoothly, reporting any problems to the Practice Nurses and ensuring that sharps bins are ready for collection
- Participate in the administrative and professional responsibilities of the Practice team
- Ensure the clinical computer system is kept up to date with accurate details recorded
- Attend and participate in Practice meetings and Target training organised by the CCG as required
- Assist in formulation of Practice philosophy, strategy and policy
- To undertake any other additional duties appropriate to the post as requested by the Partners, Nurse Manager or the Practice Manager

Skills Required – Essential

- To observe strict confidentiality on all matters relating to the Practice and its patients.
- Have the ability to use your own judgement, resourcefulness and to be able to work professionally under pressure without direct supervision.
- To have excellent communication skills and patience.
- Phlebotomy and previous Healthcare Assistant experience.
- To have sound IT knowledge.
- To be reliable and flexible and able to work as part of a team.
- To present a smart appearance at all times.

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 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

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 recognizes 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

Quality:

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
- Recognize 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

Reviewed: April 2019