



## **JOB DESCRIPTION**

**JOB TITLE:** Health Care Assistant

**REPORTS TO:** Lead Nurse

**HOURS:** TBC

**NHS SALARY BAND:** WLS Band 4

### **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.

They will act as a focal point of communication between patients, doctors, nurses and other members of the primary health care team in GP Practice.

The HCA will work under the direct supervision of a Nurse and/or Doctor and will comply with Guidelines and Protocols at all times.

### **Job Responsibilities:**

- New patient health checks including measuring height, weight and dip-testing urine samples
- Some Chronic disease reviews (after in house training)
- Assist in Coil fitting
- ECG Testing & recording
- Phlebotomy
- Flu vaccinations (under PSD only)
- Blood pressure monitoring
- Spirometry
- Chaperoning duties
- Processing and management of laboratory samples requested by GPs/nurses
- Sterilising, cleansing and maintenance of surgical equipment
- Vaccine/cold chain storage, monitoring and recording
- Surgical equipment and vaccine re-stocking and stock rotation
- Clearing and re-stocking consulting rooms
- Checking emergency equipment (defibrillator, oxygen and emergency box)
- Checking medical equipment

- Re-stocking first aid boxes
- Cleaning blood pressure cuffs, stethoscopes etc.
- Ordering supplies from pathology lab (including equipment for blood, urine and stool tests)
- Preparing and maintaining environments and equipment before, during and after patient care interventions, including assisting GPs during the performance of minor operations
- 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
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### **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

### **Special Requirements for the Post:**

- An understanding, acceptance and adherence to the need for strict confidentiality.
- An ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to patients' enquiries and requests while adhering to Practice limitations.
- An understanding and acceptance of ones capabilities and awareness of own limitations.
- Ability to work without direct supervision and determine own workload priorities.
- Basic keyboard and computer skills.
- Flexibility of working hours.
- Excellent communication skills.

### **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 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 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**

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:

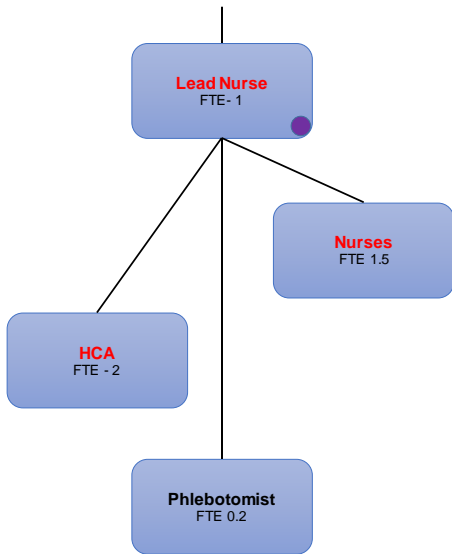
- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

## **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
- Responsible for adhering to any changing guidance and procedures related to the role

## Responsibility Structure Chart



Date of post job description review	14/06/2022
Reviewed by	Nirmala Kumari
Job Title	Strategic Business & Development Manager
Date approved by Partner	14/06/2022
Name of Partner	Dr Jo Sherrington
Signature	<i>Jo Sherrington</i>

## Person Specification

**JOB TITLE:** Health Care Assistant  
**REPORTS TO:** Lead Nurse  
**HOURS:** TBC  
**NHS SALARY BAND:** WLS Band 4

	<b>Essential criteria</b>	<b>Method of assessment</b>
Qualifications and training	<ul style="list-style-type: none"> <li>• Literacy and numeracy skills</li> <li>• NVQ Level 3 or working towards this or an equivalent qualification</li> <li>• HCA course specific to general practice</li> <li>• Up to date basic life support training</li> <li>• ECDL (European Computer Driving License)</li> </ul>	<ul style="list-style-type: none"> <li>• AF</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the role of Health Care Assistant</li> <li>• Clinical skills and competency relevant to the role e.g. Phlebotomy experience</li> <li>• Standard keyboard skills</li> <li>• Able to make judgements where there is more than a straightforward choice of options e.g. new patient health checks, urinalysis etc.</li> <li>• Understand issues regarding accountability and delegation</li> <li>• Following appropriate education and training had the ability to undertake the administration of influenza and pneumococcal vaccine</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I/T</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience working under indirect supervision</li> <li>• 2 years previous experience working in a general practice or other healthcare environment</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I</li> </ul>
Personal qualities	<ul style="list-style-type: none"> <li>• Demonstrates motivation, reliability and commitment to team working and the development of others</li> <li>• Flexible, reliable and responsive to change</li> <li>• Demonstrates an ability to value the opinions of others</li> <li>• Demonstrates high level of self-awareness, i.e. strengths and weaknesses, personal qualities and skills</li> <li>• Willingness to undergo education / training for both practice and service</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I/T</li> </ul>

	<p>needs</p> <ul style="list-style-type: none"> <li>• Willingness to work towards professional and performance objectives (appraisal)</li> </ul>	
Physical skills	<ul style="list-style-type: none"> <li>• Manual dexterity and manipulation skills</li> <li>• Ability to handle simple medical equipment e.g. ECG machine</li> <li>• Ability to assist others with the delivery of care e.g. assisting in Minor Surgery</li> <li>• Fitness to do the job within manual-handling policy</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I/T</li> </ul>
Mental and emotional effort	<ul style="list-style-type: none"> <li>• Concentration required daily, e.g. ability to deal with occasional exposure to distressing circumstances or emotional events</li> <li>• Ability to cope with occasional exposure to aggressive behaviour</li> <li>• Ability to work with competing priorities</li> <li>• Ability to deal tactfully and empathetically with distressed or anxious patients and carers</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I</li> </ul>
Working conditions	<ul style="list-style-type: none"> <li>• Personal physical contact with patients</li> <li>• Ability to work with high patient turnover and a pressurised environment on a daily basis</li> <li>• Must be able to travel between sites and undertake occasional home visits</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I</li> </ul>
Communication and verbal skills	<ul style="list-style-type: none"> <li>• Able to communicate routine information that requires tact and persuasive skills, or where there may be barriers to understanding</li> <li>• Ability to communicate effectively via telephone or group discussion</li> <li>• Good interpersonal skills</li> <li>• Proven customer care skills</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I</li> </ul>
Management and supervision skills	<ul style="list-style-type: none"> <li>• Ability to mentor new HCAs or junior staff to the working environment</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I</li> </ul>
Responsibility for financial and physical resources	<ul style="list-style-type: none"> <li>• Participate in the care of equipment</li> <li>• Ability to use resources effectively</li> <li>• Undertake stock control</li> </ul>	<ul style="list-style-type: none"> <li>• AF/I</li> </ul>
Other requirement	<ul style="list-style-type: none"> <li>• Must be Hepatitis B immune or be willing to undergo and immunisation course</li> </ul>	<ul style="list-style-type: none"> <li>• AF</li> </ul>

**AF=application form, I= Interview, T=Test, R= references**