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| **JOB TITLE:** | Health Care Assistant |
| **SALARY:** | A4C Matched Band 3 [pro-rata fte 37.5 hours] |
| **HOURS:** | 20 hours per week |
| **LOCATION/BASE:** | Beccles Medical Centre |
| **DEPT:** | Clinical Team |
| **REPORTING TO:** | Clinical Lead |
| **RESPONSIBLE FOR:** | No line management responsibility |

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**BECCLES MEDICAL CENTRE**

**JOB PURPOSE / SUMMARY**

To assist with the provision of nursing services to patients attending the Practice and assisting the clinical team in the provision of general and specialist medical services.

**DUTIES & RESPONSIBILITIES**

**CLINICAL**

**Patient duties**

* Assist in and perform routine tasks related to patient care as directed by the Clinical team
* Assisting at coil fittings
* Assisting minor surgical procedures to include ‘lumps & bumps’ and vasectomies’
* See patients in booked clinic appointments for:
  + Wound care including dressings and suture removal
  + NHS health checks
  + Blood pressures checks and 24 hour blood pressure monitoring
  + Weight/height checks
  + ECGs
  + Various injections under Patient Specific Directions
* Chaperoning and assisting patients at the request of a clinician
* The ability to recognise emergency situations and institute an immediate response including, where necessary, CPR.
* Awareness of vulnerable children and older adults procedures and the detection of potentially abusive situations.
* Refers to the Primary Health Care Team, as appropriate.
* Represents the interests of individuals and families when they are not able to do so themselves.
* Maintain patient confidentiality at all times.
* Recording consultations and maintaining accurate records, utilising computer systems where appropriate, ensuring a nurse on duty is advised of potential problems or errors within the range of assigned tasks
* Obtaining specimens, e.g. urine, testing as instructed and completing appropriate Practice or laboratory forms
* Occasional phlebotomy as required
* Occasional home visiting as required

**COMMUNICATION & ADMINISTRATIVE SKILLS**

* Answer telephone in treatment rooms, take, record and transmit messages
* Undertake housekeeping duties including general tidiness and cleanliness of treatment rooms
* Maintain and clean equipment used by the clinical team according to the Practice Infection Control Policy
* On a regular and ad-hoc basis, monitor general usage and re-order requirements for stock and sundry items. Liaise with the supplies and facilities officer.
* The post holder will be effective in communicating any clinical concerns or Health & Safety issues to the Clinical Lead.
* They will also keep professionally adequate and contemporaneous records and statistics of procedures performed including details of all batch numbers, etc.
* They must be conversant with all computer systems utilised by the practice including the use of templates to ensure all necessary data is recorded and use these for the benefit of patients, self and colleagues.

**POLICY & SERVICE RESPONSIBILITY**

The post holder must provide a high standard of professional conduct and nursing care at all times. They are expected to participate in teaching activities for clinical staff, and students as appropriate.

They must also attend relevant meetings, courses, seminars and keep professionally up to date, and ensure nursing activities remain within broad policy objectives of the practice and they have a role in developing policy objectives.

**GENERAL RESPONSIBILITIES**

It is important that all members of practice staff are flexible and prepared to adapt and take on additional duties or to relinquish existing duties in order to maintain efficient running of the practice. Beccles Medical Centre Board reserves the right to reasonably redistribute duties and functions from time to time based on service needs and the existing skills of the post holder.

The postholder will maintain up to date skills as a requirement of the role and will comply at all times with the Code of Professional Conduct, assessing own performance and taking accountability for own actions, 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. They must work effectively with individuals in other agencies to meet all patients’ needs.

They are expected to be proactively and effectively managing their own time, workload and resources.

The post-holder must attend relevant training as identified either by Personal Development Plan or to meet the requirements of the practice. It is expected that the knowledge and skills acquired from attendance at such training will be shared and applied within the practice.

The post holder is also expected to personally comply with the statutory provisions of health and safety at work legislation and local policy and to always work in a safe manner and not to put self or others at risk.

It is a contractual requirement that all employees of the practice comply with the rules of confidentiality pertaining to patients, staff, and business information.

**BECCLES MEDICAL CENTRE**

# PERSON SPECIFICATION – Health Care Assistant

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| **JOB REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **MEASURED BY** |
| **QUALIFICATION & TRAINING** | A demonstrable commitment to professional development | Health Studies (or similar) NVQ Level 2/3  BLS and AED | Application form  References |
| **KNOWLEDGE & EXPERIENCE** | Experience of working with the general public  Ability to work autonomously and as part of a team  Ability to manage competing priorities and work under pressure  Ability to deal with challenging situations  Has an understanding of local and national NHS  Experience of working with a nursing team  Experience of dealing with vulnerable patients | Experience of working as a Health Care Assistant  Experience of working in primary care  Evidence of continuing professional development  Experience using SystmOne clinical system | Interview  Application  References |
| **SKILLS** | Practical abilities in primary care or areas that translate to primary care  Ability to initiate, sustain and evaluate change  Excellent communication skills – including verbal, written, face to face and “active listening” skills.  Computer skills; Microsoft Office suite (Word and e-mail) | Wound care  Assisting with minor surgical procedures  BP monitoring  NHS Health Checks Injections  Suture/stitch removal  ECGs  Testing and processing of specimens  Phlebotomy  Demonstrates an understanding of Clinical Governance requirements | Interview  Application  References |
| **PERSONAL QUALITIES & ATTRIBUTES** | Confident in dealing with sensitive and difficult situations with staff and patients  Ability to work independently and flexibly  Organisational ability to work to deadlines and under pressure  Committed to own professional development | Flexibility of working hours to cover colleagues | Interview  Assessment process |