

JOB DESCRIPTION

Title: Health Care Assistant

Accountable to: Partners and Practice Nurses in clinical matters and the Practice Manager in administrative and employment matters.

Job Summary: To assist the Nursing Team in all their clinical and administrative activities.

The Health Care Assistant works under the indirect supervision of a Practice Nurse mentor and is accountable to the Practice Nurse mentor for their actions in undertaking delegated work. However, this is guided by standard operating procedures and requires the individual to use a degree of initiative. The Health Care Assistant also provides support for other members of the Primary Care Team and contributes towards the coordination of team activities.

MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- **Clinical**

The clinical responsibilities are included in this Job Description but will only be undertaken after adequate training has been given.

Assist in the administration of the Child Health/Immunisation Clinic.

Undertake other clinical activities according to written protocols, including:

- phlebotomy
- taking blood pressures
- urine testing
- taking ECGs
- new patient registration medicals
- dressings
- assisting in minor surgery
- spirometry
- foot examination
- influenza and pneumococcal immunisations
- B12 injections

- **Chaperoning**

Act as a chaperone as and when required by the GPs and others.

Assist patients in their usage of toilet facilities and practice equipment, such as the wheelchair, weighing scales, couch.

- **Housekeeping**

Ensure that the Consulting Rooms are prepared in readiness for each consulting session and checked at the end of each consulting session and left tidy and secure.

Ensure that the Health Care Assistant and Treatment Rooms are re-stocked and checked at the end of each session and left in a clean and tidy state.

Prepare trays/trolleys and other clinical areas for miscellaneous procedures.

As part of the Nursing Team, be responsible for the supply of health promotion literature and materials in the Waiting Room and Consulting Rooms.

Order supplies and vaccines and maintain stock control.

Assist in the unpacking, movement and transfer of parcels, materials and portable equipment.

Follow Infection Control Protocols.

- **Clerical**

Prepare specimen request forms, attend to all documentation relevant to the job including the input of computer data relating to values only.

Retrieve Patient records if so required.

Provide clerical support for the Nursing Team including recording clinical information, etc.

Receive and make telephone calls as required, divert calls and take messages as appropriate.

Utilise the Nursing Team computerised appointment system.

- **Personal**

Undertake any training identified as appropriate, and attend courses and study days as considered appropriate for the job requirements.

Follow agreed practice policy and protocols and contribute to regular reviews of the protocols.

Attend regular Primary Health Care Team meetings and liaise with other PHCT members for individual patient care.

Any other duties considered appropriate to the post.

GENERAL RESPONSIBILITIES

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 Procedures.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages and minimises these 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 any potential risks to the Practice Manager.

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 which is welcoming to the individual, is non-judgemental and respects the individual's 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 appraisal
- Taking responsibility for their 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 Primary Care Team members to issues of quality and risk.
- Assess their own performance and take accountability for their own actions, either directly or under supervision.
- Contribute to the effectiveness of the Primary Care Team by reflecting on their own and Team activities.
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage their own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the Primary Care 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.
- Participate in the development of effective systems of communication, co-operation and harmonious working relationships between Partners, Doctors, Staff and other members of the Primary Care Team.

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice Procedures and Policies, standards and guidance
- Discuss with other member of the Team how the Procedures and Policies, standards and guidelines will affect their own work
- Participate in audit where appropriate.

This job description may be subject to periodic review and amendments in consultation with the post-holder.

The above list(s) is(are) for general guidance only. It is not intended to be exhaustive, nor is it intended to imply that all the tasks will be performed.