**Job Description & Person Specification**

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| Position: | Health Care Assistant  | Division: | LLR |
| Location: | Loughborough Urgent Treatment Centre | Reporting to: | Clinical Services Lead |

Purpose of the Role

Working under the direct supervision of the Senior Practice Nurses, Emergency Care Practitioners & Advanced Nurse Practitioners; 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 holder will participate in promoting and advancing DHU Health Care CIC.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire support both patients and colleagues.
* Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
* Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient’s dignity and must ensure it is never compromised.
* Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

Nursing Duties and responsibilities:

* New patient health checks/NHS health checks
* ECG recording
* Phlebotomy
* Wound Care/Management
* Spirometry
* BP monitoring
* Urinalysis
* Hypertension reviews
* Chaperoning duties
* Processing and management of laboratory samples requested by GPs/nurses
* Vaccine/cold chain storage, monitoring and recording
* Vaccine re-stocking and stock rotation as per Nurse Practitioner guidance
* Provide lifestyle advice to patients making any necessary referrals within the practice
* Weight monitoring
* Clearing and re-stocking consulting rooms
* Ensure patient warnings/pop-ups are actioned where appropriate/possible.
* Ensure specimens are labelled and bagged ready for collection with the necessary paperwork completed
* Ensure clinical waste collection runs smoothly, reporting any problems to the ass./practice manager
* Ensure sharps bins are ready for collection including re-stock and maintenance
* Restocking/maintenance of equipment
* 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

## Administration and professional responsibilities

* Participate in the administrative and professional responsibilities of the practice team
* Ensure accurate and legible notes of all consultations and treatments are recorded in the patients notes
* Ensure the clinical computer system is kept up to date with accurate details recorded
* Ensure appropriate items of service claims are made accurately, reporting any problems to the ass./practice manager
* Ensure accurate completion of all necessary documentation associated with patient health care and registration with the practice
* Ensure collection and maintenance of statistical information required for regular and ad hoc reports
* Attend and participate in practice meetings as required
* Assist in formulation of practice philosophy, strategy and policy
* Restocking and maintenance of clinical areas and consulting rooms
* To create and send recall letters for clinics
* To assist in seasonal and special projects as requested e.g. flu campaign/clinical studies
* Ordering and display of health promotion materials

Management of medical records

* Ensure that records are accurately assembled in advance of each consulting session
* Ensure that records are available in the instances of urgent consultation
* Retrieve and re-file records as requested, ensuring that strict alphabetical order is adhered to
* Ensure correspondence, reports, results etc are filed in correct records

Management of appointment system

* Ensure total familiarity with all appointment systems including regular and incidental variations
* Monitor effectiveness of the system and report any problems or variations to the ass./practice manager

Clinical Governance

* Participate in the clinical governance requirements within the work of the organisation.
* Maintain an awareness of individual responsibilities in relation to clinical governance.
* Practice within the parameters of policies, protocols and guidelines.
* Participate in quality improvement within the organisation.
* Ensure the requirements of Data Protection legislation, Health and Safety legislation, appropriate EU Directives and COSHH regulations are maintained.
* Contribute to the completion of clinical audits e.g. pressure ulcers, falls, documentation.
* Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to  openly report incidents and any risk identified  in Datix or where not possible to use Datix to report through the Duty Supervisor  Shift report.
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

Person Specification

The job holder will;

* 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
* Working towards/completed NVQ Level 3 Health & Social Care
* Basic keyboard and computer skills
* Flexibility of working hours
* Excellent communication skills
* Experience of ECG recording
* Phlebotomy experience

Personal Attributes

* Prepared to participate in service development.
* Effective communication skills.
* Negotiation skills.
* Effective time management.
* Able to prioritise.
* Able to use own initiative.
* Commitment to life-long learning.

Circumstances - Personal

* Proven team player.
* Commitment to role.
* Able to work unsocial hours and in particular the overnight period, including some weekends and bank holidays.
* Flexibility to meet service/rota needs.
* Ability to drive as you will be expected to travel across Leicestershire County visiting patient’s homes and across the county to access meetings and training.

Behavioral Skills

* Caring & Compassion – Putting patients interests at the heart of everything we do
* Always Professional – Demonstrate excellence in everything we do
* Respect and Dignity – Everyone has the right to respect and dignity
* Everyone Matters – Placing our colleagues and patients at the heart of the organisation

Values, behaviours and principles

We are always:

* **Compassionate** – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
* **Accomplished** – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
* **Respectful** – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences
* **Encouraging** – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Safeguarding

DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff.  IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  |