**Job Description & Person Specification**

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| Position: | HCA | Division: | UEC Derbyshire |
| Location: | South Derbyshire – Various  North Derbyshire – Various | Reporting to: | Deputy Operations Manager |

Purpose of the Role

The post holder will provide Healthcare Assistant duties with hands on clinical aspects of patient care. The HCA will be part of a multi-professional/skilled team including medical, nurse practitioner and support staff providing accessible services to the population across Derbyshire.

A commitment to a quality service, excellence in clinical practice and continuous professional development are integral to the role and the development of the service.

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 to 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

Clinical

* Carrying out direct patient care duties under the direction and supervision of trained nursing/medical staff.
* Undertaking further training to carry out and extend skills e.g. basic wound closure, recording ECGs, urinalysis as directed by qualified nursing staff.
* May potentially be required to provide swabbing services as part of the division’s Covid-19 services.
* Offering reassurance to vulnerable patients whilst in the centre.
* Assisting trained staff in preparing patients for clinical assessment or treatment e.g. assisting with undressing.
* Assisting trained staff in administering treatments e.g. assisting with the application of dressings.
* Making verbal reports to trained nursing staff concerning patients’ well-being and behaviours.
* Undertake further areas of training relating to the role

General duties

* Assist in general administrative and clerical duties and maintain manual/computerised records as required.
* To comply with all Company policies, procedures and practices and to be responsible for keeping up to date with any changes to these.
* Provide assistance to new members of staff to ensure the maintenance of a high quality service
* Attend training and meetings as and when required to do so by Management
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 2018
* Provide cover for sickness, bank holidays, annual leave, etc for any HCA/Receptionist as required, across all sites.
* Maintaining equipment – checking systems, medical equipment and printers as necessary and reporting any faults to senior member of staff.
* Adhere to Health and Safety Policy
* Communicate outstanding issues to your manager or shift replacement before going off duty.
* Notify Line Manager/s or Urgent Care Co-ordinator of any circumstances which may affect the provision of a high quality service.
* Report any complaints or incidents on the appropriate forms and provide further information if required in a timely manner.
* 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 Electronic Shift Report (ESR)

Communications and Working Relationships

* Staff within DHU Health Care CIC and related organisations
* Clinical and managerial staff within participating Clinical Commissioning Groups (CCG’s)
* Clinical and other appropriate staff in local primary and secondary care services
* Staff within local authority Social Services
* Ambulance services
* 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 have;

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| Qualification | Essential | Desirable |
| Qualifications  Academic/professional | * Good basic education * 5 GCSE’s including English Language &   Mathematics, or equivalent   * Good standard of literacy & numeracy | * Phlebotomy trained desirable, although training can be provided for the right candidate * Care Certificate or NVQ Level 3 Health and Social Care desirable, although training can be provided for the right candidate |
| Experience | * Previous experience of working in a * clinical environment * Previous reception experience * Sound employment record * Good attendance record | * Previous Healthcare Assistant experience * Experience of minor wound   dressings |
| Skills & Knowledge | * Basic IT literacy * Good telephone skills * Excellent & accurate record keeping | * Previous IT experience * Previous Adastra or equivalent system experience |
| Job Circumstances | * Ability to work flexible hours at weekends and bank holidays * Demonstrate aptitude for team working * Willingness to undergo training as required * May be required to travel to other sites across Derbyshire * May be required to cover Reception shifts on occasion | * Hep B immunisation |
| Personal Qualities | * Excellent communication skills * Good written & spoken English * Ability to input IT data * Application form has all sections * completed clearly and concisely * Cheerful, pleasant & patient personality * Proven team player * Sense of humour * Effective time management skills | * Previous experience in a fast   moving environment |

Diversity

DHU Health Care CIC 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.

General

As you will expect the organization may change from time to time and you will be expected to meet the operational requirements of the business and any other reasonable duties as required from time to time.

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: |  | | |