**Job Description & Person Specification**

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| Position: | Health Care Assistant | Division: | All divisions |
| Location: | Urgent Treatment Centres | Reporting to: | Clinical Service Lead |

Purpose of the Role

The post holder will be part of a team based at one of the Urgent Treatment Centres (UTC) run by DHU Health Care CIC. The post holder will provide clinical support to the team and patients, carrying out diagnostic tasks such as ECGs and phlebotomy. A commitment to a quality service and excellence in all that DHU Health Care CIC undertakes are integral to the role and the development of the service.

The post holder will participate in promoting advancing and be an ambassador for 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

* Provide safe, accessible, and high-quality patient-focused care.
* ECG recording
* Phlebotomy
* Cannulation
* Bladder Scanning
* Patient Observations
* Blood Glucose / Ketone Monitoring
* Urinalysis / Pregnancy Testing
* Blood Gas Testing
* Assist patients with personal care needs where necessary
* Act as chaperone where required
* Maintain appropriate stock levels in the UTC
* Monitoring the waiting room
* Urinalysis and pregnancy testing
* Use of point of care blood test machines
* Wound management- cleaning, steri-strip and glue (under supervision).
* Plaster cast application
* Updating the patient’s medical records where appropriate
* Providing personal support for patients in the waiting room
* Providing assistance/training to new members of staff to ensure the maintenance of a high quality service, as and when required
* Adhering to Health and Safety regulations, and observing the correct use of PPE.

This job description may be subject to review over time in discussion with the post holder, and is not exhaustive. It is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by the UTC leadership team.

**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 idea

**Person Specification**

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| Experience | * Previous experience of working as a HCA in UTC/ GP/ Hospital/ Community * Communication with a variety of people * ECG, Phlebotomy, Cannulation (Desirable) * Care Certificate |
| Job circumstances | * Commitment to role * Flexibility to meet service/rota needs, including weekends and Bank Holidays |
| Personal qualities | * Proven team player * Sense of humour * Professional manner |

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: |  | | |