**Job Description**

**Job Title:** Healthcare Assistant

**Based:** Alder Hey Children’s NHS FT - Same Day Urgent Care Unit

**Hours:** Full time, Part time and Bank hours available

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| **Job Summary** |
| In this role you will work as part of a multi-disciplinary team within the Same Day Urgent Care Unit at Alder Hey Children’s Hospital. You will be responsible for meeting and greeting children and younger people with their parents/carers, undertaking observations and supporting the wider clinical team to ensure smooth running of the service.  |
| **Key Responsibilities** |

**Service Delivery**

* Ensure all clinical rooms are set up before the start of each shift, including checking all medical and IT equipment is in place and working
* Working as part of an MDT including GPs and Advanced Clinical Practitioners (ACPs) to ensure smooth running of the service
* Greet and check in patients on the clinical system upon arrival to the Same Day Urgent Care Unit
* Conduct clinical observations on patients as required
* In addition to these observations, you may also be required to undertake urinalysis and other specimens as requested by the clinical team
* Escalate to a senior Clinician immediately if there is any concern about the patient’s clinical condition
* Repeat patient observations as required
* Monitor the waiting room for any change in presentation or patient deterioration and escalate to a member of the Clinical team
* Report any patients who ‘were not brought’ to the PC24 Shift Manager within 20 minutes of the missed appointment
* Support the clinical team with any onward referrals or signposting
* Act as a chaperone as required
* Communicate effectively with patients and carers; recognising the need for alternative methods of communication and provide patients with any adaptations they may need to meet their communication needs
* Work within own competence and standards
* Produce accurate, contemporaneous and complete records consistent with legislation and policy
* Prioritise, organise and manage own workload in a manner that maintains and promotes quality
* Deliver care according to NICE guidelines and evidence-based practice

**Workforce Development**

* Understanding of own role and scope and identify how this will develop over time
* Support the induction and training of new starters
* Support and participate in shard learning across the organisation
* Engage in the annual appraisal process

**Governance and Risk Management**

* Ensure patient confidentiality is maintained at all times
* Apply infection-control measures within practice according to local and national guidelines
* Consider safeguarding factors when in contact with patients and families and escalate to appropriate line manager
* Any immediate safeguarding concerns must be acted upon without delay and discussed with appropriate professionals to safeguard the patient
* Report any incidents, compliments or complaints appropriately
* Report any health and safety concerns immediately to the Shift Manager
* Support in the preparation for CQC inspections as required

**Other**

* Contribute to planning and implementing changes within the area of care and responsibility
* Be compliant with mandatory training as determined by PC24
* Attend staff meetings as required

**Personal specification**

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| Education and training | Essential | Desirable |
| Literacy and numeracy skills at GCSE grade A – C | 🗹 |  |
| Qualified to NVQ level 2 or above in Health and Social Care | 🗹 |  |
| NHS Care Certificate |  | 🗹 |
| Knowledge, skills, experience, and other relevant criteria | **Essential** | **Desirable** |
| Be patient focused and professional at all times | 🗹 |  |
| Excellent communication skills, both verbal and non-verbal when dealing with patients/parents/carers | 🗹 |   |
| Excellent prioritisation and organisational skills | 🗹 |   |
| Strong record keeping skills | 🗹 |   |
| Ability to problem solve and think clearly in pressured situations | 🗹 |   |
| Experience of working as part of a multi-disciplinary team | 🗹 |  |
| Experience of working in a healthcare environment such as emergency department, walk in centres, primary care settings | 🗹 |  |
| Experience of working with Paedatrics  |  | 🗹 |
| Experience of working to policies and procedures | 🗹 |  |
| Ability to demonstrate initiative and self-motivation and a high commitment to quality and personal development | 🗹 |  |

**Primary Care:24**

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