# Job Description

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| **Job Title:**  | **Healthcare Assistant**  |
| **Based:**  | **PC24 Sefton and Liverpool Practices** |
| **Accountable to:**  | **Head of Nursing** |
| **Reports to:**  | **Lead Practice Nurse**   |
| **Hours:**   | **BANK**  |
| **Job Summary**  |  |

As a valued member of the general practice nursing team, you will work under the direction and supervision of the Practice Nurses and/or GPs and Advanced Nurses to provide care for the Practice Population both in the surgery setting and in patients own homes and care/nursing home settings.

Advocate and promote health education to all patients you come in to contact with to keep them at their optimum health.

You will possess strong communication skills in order to liaise with multidisciplinary team members, other health professionals and staff within the practice.

**Key Responsibilities**

**Clinical Skills**

Work alongside the clinicians in providing patient care undertake and record the following tasks:

* Patient health checks: blood pressure, temperature, pulse, height, weight, urinalysis
* Collection of specimens as directed.
* Venepuncture
* Recognise changes in the patient’s observations which must be reported and acted on • Assist clinicians in emergency management of patients.
* Enable patients to access appropriate professional care in the practice team.
* Act as a chaperone.
* Appreciate the Principles of Healthy Living
* Provide relevant health promotion literature for patients.
* Vaccinations (under PSD)
* Support Long term conditions monitoring: foot checks, peak flow, inhaler technique checks, blood sugar (BM) readings.

**Communication**

* Utilise and demonstrate high level communication skills and knowledge.
* Act as an advocate for the patient and communicate effectively with a wide range of Health Care Professionals on their behalf.
* Apply the principles of consent to ensure patients are fully informed and consent to treatment.
* Communicate effectively with patients and carers; recognising the need for alternative methods of communication whilst anticipating barriers to communication and take action to ensure you provide patients with any adaptations they may need to meet their communication needs.
* Maintain effective communication with all staff.
* Liaise with other services and organisations regarding services provided.
* To build professional rapport with patients

 **Delivering a quality service**

* Work within own competence and standards.
* Produce accurate, contemporaneous and complete records consistent with legislation and policy.
* Assess effectiveness of care delivery through self and peer review, benchmarking and evaluation.
* Identify, assess, manage and escalate risks, support and participate in shared learning within PC24 following incidents and or examples of good practice.
* Remain up to date with safeguarding of vulnerable adults and children mandatory training.

**Personal and people development**

* Take responsibility for own learning and performance.
* Contribute to planning and implementing changes within the area of care and responsibility.
* Champion and promote the role of HCA across all service delivery areas.

**Team working**

* Demonstrate commitment to developing the HCA role within the team.
* Acting as a positive role model.
* Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
* Prioritise own workload, ensure effective time-management strategies are embedded in the team.
* Work collaboratively with the team to create opportunities to continually improve patient care.

**Management of risk**

* Monitor work areas and practices to ensure they are safe, free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.
* Apply infection-control measures within practice according to local and national guidelines.
* Ensure Information Governance policy is always adhered to.
* Ensure that all incidents, complaints and safeguarding concerns are reported appropriately to your line manager, using the available reporting mechanisms correctly.
* Ensure that any Health and Safety concerns are raised to your line manager.
* Promptly report any IT or Security issues to your line manager

**Safeguarding**

* Act in such a way that always safeguards the health and well-being of children and vulnerable adults.
* Maintain awareness of the organisational procedure and raising concerns about the welfare of anyone and whom they must contact.

**Learning and development**

* Actively engage in self-reflection and learning.
* Engage with yearly appraisal.
* Assess own learning needs and undertake learning as appropriate.
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.
* Support and participate in shared learning across the organisation and wider healthcare economy.

## Personal specification

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| **Education And Training**  | **Essential**  | **Desirable**  | **Assessment** **Method**  |
| Literacy and numeracy skills at GCSE grade A to C  | Y  |   | Certificate  |
| Qualified to NVQ level 2 or 3 in Health and Social Care  | Y  |   | Certificate  |
| NHS Care Certificate  |   | Y  | Certificate  |
| **Knowledge Skills and Experience**   |   |   |   |
| Be patient focused and act professional at all times  | Y  |   | A/I  |
| Experience of working in a General Practice environment  | Y  |   | A/I  |
| Possess excellent communication skills  | Y  |   | A/I  |
| Good record keeping skills  | Y  |   | A/I  |
| Experience of using EMIS  |   | Y  | A/I  |
| Experience in using templates to record consultations  | Y  |   | A/I  |
| Experience of working to policies and procedures  | Y  |   | A/I  |
|   | Essential  | Desirable  |   |
| Team Focused  | Y  |   | A/I  |
| Supportive of colleagues  | Y  |   | A/I  |
| Enthusiastic and motivated with the ability to motivate the team.  | Y  |   | A/I  |
| Innovative and receptive to new ways of working  | Y  |   | A/I  |
| Flexibility  | Y  |   | A/I  |
| Willing to work across all PC24 sites  | Y  |   | A/I  |