



HEALTHCARE ASSISTANT JOB DESCRIPTION

Job Title: Healthcare Assistant
Hours: 37.5 Contracted hours.
Additional hours may also be needed to cover holidays, sickness and busy periods.

Job summary

Working under the direct supervision 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.

Job responsibilities:

To contribute to the implementation of services, the post holder will:-

- ECG recording
- Phlebotomy
- Spirometry
- Chaperoning duties
- Processing and management of laboratory samples requested by GPs/nurses
- Sterilising, cleansing and maintenance of surgical equipment
- Vaccine/cold chain storage, monitoring and recording
- Assisting with childhood immunisations
- Height/weight/BP measurements
- Surgical equipment and vaccine re-stocking and stock rotation
- Clearing and re-stocking consulting rooms
- Wound care (with training)
- 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
- B12 loading doses
- Long term condition reviews
- Checking ears
- Dopplers

Health & Safety:

The post-holder will implement and lead on a full range of promotion and management their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Personal/Professional Development

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance appraisal and quarterly reviews, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Quality

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision



- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:-

- Using security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Contribution to the Implementation of Services

The postholder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.

