

## HEALTHCARE ASSISTANT JOB DESCRIPTION

<b>JOB TITLE</b>	Healthcare Assistant (HCA)
<b>HOURS</b>	Part time / Full Time
<b>SALARY</b>	Competitive salary
<b>RESPONSIBLE TO</b>	Administratively the Practice Manager Clinically the Nursing Team Manager
<b>JOB SUMMARY</b>	<p>The Healthcare Assistant (HCA) will see patients in clinic for a variety of treatments and procedures such as blood tests, NHS health checks, diabetic foot checks etc. whilst working under specific protocols and guidelines. The HCA will also assist in theatres in a variety of procedures such as vasectomies, carpal tunnel etc.</p> <p>The HCA will work within their clinical boundaries to be able to demonstrate safe, competent clinical decision-making and deliver expert care, maintaining patient confidentiality at all times.</p> <p>The role will involve independent and autonomous working as well as working cohesively as part of both the individual teams and the wider Practice team.</p> <p>The HCA will be supported by their fellow nursing team (Nurses, Nurse Associates, HCAs &amp; GP Assistants).</p>
<b>KEY DUTIES</b>	<ul style="list-style-type: none"> <li>• To undertake blood tests, blood pressure checks, and height, weight and BMI checks.</li> <li>• To assist in minor surgery procedures including but not limited to vasectomies, carpal tunnel, dermatology procedures, coils etc.</li> <li>• To undertake NHS and new patient health checks.</li> <li>• To undertake diabetic foot checks.</li> <li>• To assist with urinalysis and sample checks.</li> <li>• To ensure patient confidentiality, respect, and dignity is adhered to at all times.</li> </ul>

<p><b>OTHER DUTIES</b></p>	<ul style="list-style-type: none"> <li>• To undertake administrative duties such as room stocking, fridge temperature checks and the removal of clinical waste.</li> <li>• To provide lifestyle advice to patients making any necessary referrals within the Practice.</li> <li>• To act as a chaperone at the patient or GP request and to annotate the records thereafter.</li> <li>• To sterilise, clean and maintain surgical equipment following the Practice Infection Control Policy.</li> <li>• To ensure all specimens (cytology, blood, urine etc.) are taken in accordance to protocols, recorded into patients records and labelled ready for collection.</li> <li>• To ensure that the patient is as comfortable and relaxed as possible and confirming their agreement to treatment.</li> <li>• To use Arden's templates to ensure accurate and legible notes of all consultations and treatments are recorded in the patient's records.</li> <li>• To see extra or emergency patients where necessary.</li> <li>• To contribute to local and national practice targets e.g. QOF, national benchmarking etc.</li> <li>• To ensure clinical practice is safe and effective and remains within boundaries of competence, and to acknowledge limitations, embarking upon further training if required.</li> <li>• To deliver high quality, compassionate care and treatment to patients with a focus on promoting health, self-care and independence.</li> <li>• To take responsibility for own development, learning and performance to ensure own educational commitment is at least sufficient to maintain registration requirements.</li> <li>• To participate in the education and training of students of all disciplines and the introduction of all members of the practice staff where appropriate.</li> <li>• To liaise with patients, carers, hospitals, community pharmacies and other local healthcare providers when required regarding queries and requests and to pass on messages.</li> <li>• To undertake statutory and mandatory training as required</li> <li>• To assist with training for new staff.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To act with professionalism and ensuring that ethical conduct is adhered to at all times.</li> <li>• To participate and promote child and vulnerable adult safeguarding and to extract safeguarding information and follow the appropriate pathway when required.</li> <li>• To keep the working area clean, tidy and professional whilst adhering to GDPR regulations.</li> <li>• To assist with the gathering of statistics and information when required.</li> <li>• To participate and co-operate with any research projects.</li> <li>• To work across different practices on an ad-hoc/when required basis.</li> <li>• It will be necessary to attend and contribute to various practice meetings as requested.</li> <li>• This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners and the Management Team.</li> </ul>
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### **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 carer's, 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.
- The post holder must not enter patient records without clinical or administrative need to do so.
- The post holder must maintain confidentiality of information, always acting within the terms of the Data Protection Act and the Caldicott Principles on patient confidentiality.
- The post holder must also maintain an awareness of the Freedom of Information Act.

### **HEALTH AND SAFETY, INFECTION CONTROL & SAFEGUARDING**

The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the Practice health and safety policy and the Practice infection control policy and procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines.

- Identifying the risks involved in work activities and undertaking 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.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean and tidy whilst adhering to GDPR regulations.
- Undertaking annual infection control training.
- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children and adults.
- Extracting safeguarding information and following the appropriate pathway when required

### **EQUALITY AND DIVERSITY**

The post holder will support the equality, diversity and rights of patient's, carer's 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, their carer's 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.

### **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 review (annual appraisal), including taking responsibility 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.

### **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 patient's needs.
- Effectively manage own time, workload and resources.

<b>COMMUNICATION</b>
<p>The post-holder should recognise the importance of effective communication within the team and will strive to:</p> <ul style="list-style-type: none"><li>• Communicate effectively with other team members.</li><li>• Communicate effectively with patients and their carer's.</li><li>• Recognise people's needs for alternative methods of communication and respond accordingly.</li></ul>