**JOB TITLE: HEALTH CARE ASSITANT**

**REPORTS TO: Nurse Manager (Clinically)**

**Surgery Manager (Administratively)**

**HOURS: 22.5 – 37.5**

**Job Summary:**

The post-holder will work in accordance with specific practice guidelines and protocols, assisting the practices clinical teams in the provision and delivery of prescribed programmes of patient care. Undertaking delegated duties mostly without direct supervision in the Surgery, ensuring continuity and a high standard of care to all patients**.**

The post-holder will develop good working relationships with:

* Patients
* GP, ANP, nurses and other Surgery staff

**Clinical Responsibilities:**

* To undertake a variety of delegated duties that are within the guidelines and protocols set by the Surgery.
* To deliver a high standard of patient care as indicated in the care plan, reporting back as required.
* Participate in the care of patients with long term conditions.
* If competent, undertake reviews of patients with long term conditions e.g. diabetes, following Surgery guidelines and protocols, and reporting back to the senior nurse.
* Engage in health promotion activity, giving life style advice to patients and carers according to Surgery policies, procedures and guidelines.
* Undertake delegated nursing and rehabilitation procedures, for example:
  + Phlebotomy
  + INR testing
  + Blood Pressure measurement
  + Dressings
  + Administer seasonal flu and other vaccinations and injections under PSDs.
  + ECG recording
  + Ear Syringing
  + Diabetic Foot Checks
* Support patients to adopt health promotion strategies that promote healthy lifestyles, and apply principles of self-care.
* Recording clear and contemporaneous consultation notes to agreed standards.

**Other Responsibilities within the Organisation:**

* Awareness of and compliance with all relevant Surgery policies/guidelines, e.g. confidentiality, data protection, health and safety.
* Assisting in the assessment and surveillance of patients’ health and well-being.
* Chaperoning duties.
* Daily clearing and restocking of clinical rooms.
* Preparing and maintaining environments and equipment before, during and after patient care interventions, including assisting GP’s during the performance of minor operations.
* To undertake any other duties commensurate with the post holder’s grade as agreed with the Nurse Manager or Surgery Manager.
* Contribute to service developments as requested.
* A commitment to life-long learning and audit to ensure evidence-based best practice.
* Contributing to evaluation/audit and clinical standard setting within the organisation.
* Contributing to the development of computer-based patient records.
* Contributing to the summarising of patient records and Read-Coding patient data, contributing to the maximum Surgery performance under QOF.
* Attending training and events organised by the Surgery or other agencies, where appropriate.

**Communication**

* Adapt communication style and content to reflect different type of people when making contact.
* Ability to receive sensitive or contentious information and process appropriately.
* Promote positivity and effective working relationships with commissioners, other health care providers and other key health care providers and other key partners to support an integrated approach to high quality patient care.

**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.
* Whilst performing the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their careers, surgery staff and other healthcare workers. They may also have access to information relating to the Surgery as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, careers, colleagues, other healthcare workers or the business of the Surgery may only be divulged to authorised persons in accordance with the Surgery policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety**

* Maintain own health, safety and security knowledge & understanding as defined in the surgery Health & Safety Policy.
* Use personal security systems within the workplace according to surgery guidelines.
* Identify the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Make effective use of training to update knowledge and skills.
* Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Report potential & actual risks identified.

**Equality and Diversity**

* Support the equality, diversity and rights of patients, carers and colleagues.
* Act in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with Surgery procedures and policies, and current legislation.
* Respect the privacy, dignity, needs and beliefs of patients, careers and colleagues.
* Behave in a manner which is welcoming to an individual, is non-judgemental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development**

* Participate in any training program implemented by the Surgery as part of this employment.
* Identify personal development and training needs.
* Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
* Lead and support others with their training and development needs.
* Participate in continuing education to maintain a contemporary level of professional knowledge and skill.

**Quality**

* Assess own performance, ensuring competence, and being accountable for own actions, either directly or under supervision.
* Be responsible for identifying risks within the working environment and either resolve these or report them within the surgeries.
* Contribute to the quality assurance process and 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 ensure the best care for the patient, referring in as necessary.
* Effectively manage own time, workload and resources.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services**

* Maintain and update relevant Surgery policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audits & meetings where appropriate.
* Work across sites to support our One Team culture and to provide a sustainable patient focused service.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to can be found on the Intradoc system, or alternatively copies can be obtained from the relevant line manager.

Signed Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last Updated May 2023

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications and Training** | NVQ2 or equivalent.  Evidence of ongoing professional development | NVQ level 3 or equivalent or working towards. |
| **Knowledge and Experience** | Practical nursing skills e.g. phlebotomy, catheter care, basic observations including temperature, pulse, respiration rate and blood pressure, IM injections.  Experience of working with people with long term conditions or older people.  An appreciation of the nature of GPs and General Practices | Ear Syringing  Support to stop smoking  Stitch and clip removal  Basic dry dressing/wound care  Spirometry |
| **Skills and ability** | Ability to use skills in a range of routine situations requiring analysis or comparison of a range of options  Ability to assess and manage patient risk effectively and safely  Ability to record care accurately and contemporaneously.  Good communication skills, able to communicate effectively across different levels  Proficient in Microsoft Word, Excel, Power Point and MS Outlook to intermediate level | Able to analyse data and information, drawing out implications for the individual patient/impact on care plan |
| **Other requirements** | Patient focused and compassionate about delivery of safe and effect care.  Ability to demonstrate commitment to Mendip Vales ethos and values  Resilient and flexible to meet service needs |  |