

VALE MEDICAL GROUP
Job Description
Health Care Assistant (NVQ Level 3)

Title: Health Care Assistant
Line Manager: Practice Nurse Team Lead

Purpose: To assist the GPs and practice nurse team in the service delivery and management of patients.

Overview of responsibilities

- Establish and maintain communication with a range of people on a range of matters in a form that is appropriate to them and the situation.
- Monitor and maintain health, safety and security of self and others.
- Contribute to the improvement of services.
- Maintain quality in own work and encourage others to do the same.
- Support equality and value diversity, identifying when own or others' behaviour undermines equality and diversity.
- Plan, develop, implement and assess approaches to promote health and well-being
- Recognise and report situations where there might be a need for protection

Specific Responsibilities

Clinical Skills

- Undertake record and follow guidelines for the tasks for which you have received appropriate training.
- Urinalysis and preparation of specimens for investigation by the pathology laboratory.
- Measuring and recording:-
 - blood pressure
 - pulse rate and rhythm
 - temperature
 - height and weight
 - body mass index
 - peak flow and its calculation
- ECGs
- Blood glucose monitoring.
- Venepuncture.
- Prepare and maintain environments and equipment before, during and after patient care interventions.
- Ensure GPs' rooms and clinical treatment rooms are clean and well stocked.
- Undertake dressing procedures following local recommendations, complying with infection control principles and practice.
- Perform spirometry on patients after full training and assessment of competence.
- Give accurate and appropriate information to patients and groups within own competence.
- Support clinicians in providing minor surgery.
- Plan, develop and implement ways of raising and promoting awareness of health and well-being, keeping records of what has been done.
- Provide support and encouragement to patients to self manage their conditions as appropriate.

- Maintain the notice board in the waiting room and promote good health with educational material.
- Administer influenza, pneumococcal and Vitamin B12 vaccinations
- Remove sutures and clips.
- Pre diabetic reviews.
- Undertake foot checks for people with diabetes.
- Act as a chaperone, when requested.
- Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems and Read codes.
- Give health education advice and support about smoking, exercise, diet, sun and safe sexual practices. Encourage patients to attend any of the screening programmes available to them, referring them to structured education programmes and formulating patient action plans
- New patient medicals, CVD Health Screening, Hypertension reviews, NHS health checks, well man/woman checks – referring on anything outside of scope or expertise
- Working with patients and their carers to formulate Care Plans and updating them as necessary. Ensuring medical records are kept up to date to reflect the patient's needs.

Nursing Administration

- Stock control and ordering
- Monitoring and control of vaccine fridges
- Keeping work area clean and tidy in accordance with infection control policies
- Organisation of clinical and sharps waste storage and disposal
- Awareness of and compliance with requirements for Health & Safety and Infection Control
- Assisting in auditing of practice nurse work

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 must 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

Health, Safety and Security

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 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.

- Be able to identify the risks of health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health.
- 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.
- Understand apply the principles of the cold chain
- Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility.
- Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate.
- Be aware of statutory child health procedures, statutory local guidance and referral criteria.

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 review, 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.
- Demonstrate 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 patients' needs.
- Effectively manage own time, workload and resources.

Equality and Diversity

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

- Acting 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.

N.B. This job description is a reflection of the current position and the post holder should expect that it may be subject to variation from time to time.

PERSON SPECIFICATION

Main purposes of post:

To be part of the primary healthcare team providing high quality and forward thinking nursing care to meet the holistic healthcare needs of a practice population.

Attributes	Essential	Desirable	How identified
Qualifications	General education (eg GCSEs) to grade C or above. HCA Level 2 Diploma or equivalent	HCA Level 3 Diploma or equivalent	Application form / Interview
Practical and intellectual skills	Demonstrates self awareness, i.e. strengths and weaknesses, personal qualities and skills. Able to communicate routine information that requires tact and persuasive skills, or where there may be barriers to understanding. Standard keyboard skills		Application form / Interview
Planning and organisational skills	Able to organise own time and workload, and cope with occasional last-minute changes		
Training and education	Willingness to undergo education/ training for both practice and service needs. Willingness to work towards professional and performance objectives (appraisal)		Application form / Professional portfolio
Disposition/ personal	Demonstrates motivation, reliability and commitment to team working and the development of others. Flexibility, commitment and adaptability. Demonstrates an ability to value the opinions of others		Application form / Interview References
Physical effort/ skills	Fitness to do the job. Ability to work within manual-handling policy Ability to handle simple medical equipment and undertake phlebotomy (dexterity and manipulation skills) Must either be Hepatitis B immune or be willing to undergo an immunisation course.		Health screening
Mental and emotional effort	Concentration required daily, eg phlebotomy clinics Ability to deal with occasional exposure to distressing circumstances or emotional events Ability to cope with occasional exposure to aggressive behaviour		