Job Description

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| **Job title:** | Healthcare Assistant   |
| **Team:**  | Improving Access Service |
| **Salary:** | £13.50 per hour |
| **Report to:** | IAS Clinical Lead   |
| **Accountable to:** | IAS Clinical Lead   |
| **Location:** | Here, 4th Floor, 177 Preston Road, Brighton |

**ABOUT HERE AND OUR CULTURE**

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

**We believe these things to be true**

* Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
* We have a right to take control of our lives
* It takes courage to step forward and effect change. The capacity to lead is within us all
* Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
* True care is a way of living that creates meaning between us all

**Our Purpose in the World**

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

* We strengthen our capacity to care for ourselves and each other
* We recognise each opportunity to help people make meaningful choices
* We encourage ourselves to be guided by our values in the work we do every day
* We develop the capacity for leadership in ourselves and with all those we engage with
* We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
* We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their ‘whole’ selves. For most of us, work takes up a big part of our day. We want to ensure that it’s enjoyable and speaks to us on a level deeper than ‘just getting the job done’.

**JOB PURPOSE**

A comprehensive range of primary care experience is essential as we are looking for someone to participate fully in our healthcare team.

The post holder will deal with a wide range of health care needs in the primary care setting, ensuring the highest standard of care for all registered and out of area patients. Appointments will be delivered face to face within the Improving Access Service host sites.

The post holder is responsible for the delivery of care delegated to them within their scope of practice. The post holder will ideally hold a Care Certificate (or equivalent), and competence of the 15 standards that health and social care workers should know and be able to deliver in their daily jobs. This will be confirmed upon induction to ensure that HCAs have the same introductory skills, knowledge and behaviours to provide safe, high quality and compassionate care of the highest standards.

The post holder is expected to work collaboratively with all members of the service team to meet the needs of patients and support practice objectives, policies and procedures. They will seek support from nurses and GPs where consultation lies outside of their scope of practice.

**PRINCIPLE DUTIES & RESPONSIBLITIES**

Tasks may include:

* Carrying out baseline observations such as pulse oximitery, blood pressure, temperature, pulse rate, recording findings accurately
* Long term condition reviews (where trained)
* Carrying out BMI checks as directed
* Acting as a chaperone as required
* Phlebotomy/ venepuncture
* Administering B12 injections and specific immunisations under patient specific direction and where trained
* Undertaking basic wound care (if trained)
* Clip and stitch removal where trained
* Undertaking NHS health checks (when trained)
* Undertaking smoking cessation counselling (when trained)
* Providing support during minor operations/coil fits as required and when trained
* Ensuring all clinical rooms are adequately stocked and prepared for each session
* Delivering opportunistic health promotion where appropriate and trained
* Complying with infection prevention and control policies and procedures
* Participating in service audits as directed by the clinical lead
* Participating in service initiatives to enhance service delivery and patient care
* Supporting and participating in shared learning within the service
* Immediately reporting any risks, incidents or complaints to the on-call delivery team or the clinical leads as appropriate
* Fulfilling safeguarding role for adults and children per national guidance

**USE OF NEW TECHNOLOGY**

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

**CONFIDENTIALITY**

As an employee of ‘Here’ you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by ‘Here’. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

**EQUAL OPPORTUNITIES**

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

**HEALTH AND SAFETY**

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their clinical lead or on-call delivery team. Similarly, it is each person’s responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

**NO SMOKING POLICY**

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in ‘Here’ owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on ‘Here’ premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

**TRAINING AND DEVELOPMENT**

All employees have a responsibility to undertake statutory and mandatory training that is required by ‘Here’.

**AGREEMENT**

This job description will be reviewed as necessary and may be amended to meet the changing needs of ‘Here’. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and ‘Here’.

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| Manager Signature: |  |
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| **JD author (name and job title):** | Pippa Halley, Clinical Lead &Isis d’Ascoli, Onboarding & Development Manager |
| **Date JD agreed:** | September 2022 |
| **Brief description of reason for review (if applicable)** | Response to service changesRemoval of duties not specific to serviceAddition of safeguarding responsibility |
| **Version number** | 1.0 |