

Healthcare Assistant - Job Description

Job title:	Healthcare Assistant
Salary Range:	Between £10 - £12 per hr
Accountable to:	Practice Manager and Nurse Lead
Location:	Benfield Valley Healthcare Hub (two sites) County Clinic Site Old Shoreham Road, Portslade, Brighton BN41 1XR Burwash Site 14 Burwash Road, Hove BN3 8GQ

About us 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'.

PRINCIPAL DUTIES & RESPONSIBILITIES

The following are the core responsibilities of the healthcare assistant. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- Undertake new patient health checks
- Support the practice nurse with health promotion programmes
- Carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately
- Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual
- Support the nursing team with the management of chronic disease clinics
- Carry out BMI checks as directed
- Act as a chaperone as required
- Phlebotomy/ venepuncture
- Processing and management of laboratory samples including ensuring specimens are recorded and ready for onward transportation
- When trained, administer flu vaccinations
- When trained, carry out ear irrigation under the supervision of the practice nurse
- When trained, carry out ECGs as requested
- When trained, carry out spirometry as requested
- Undertake NHS health checks (when trained)
- Undertake smoking cessation counselling (when trained)
- Provide support during minor operations/coil fits as required
- Ensure all clinical rooms are adequately stocked and prepared for each session
- Ensure fridges are cleaned routinely in accordance with extant guidance
- Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the practice IPC policy
- Deliver opportunistic health promotion where appropriate

OTHER DUTIES

In addition to the primary responsibilities, the healthcare assistant may be requested to:

- Participate in practice audit as directed by the audit lead
- Participate in local initiatives to enhance service delivery and patient care
- Support and participate in shared learning within the practice
- Complete opening and closing procedures in accordance with the duty rota

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 respective line managers. 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'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

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'.

Employees
Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Updated by Lindsay Coleman – Practice Manager
Date JD agreed:	
Brief description of reason for review (if applicable)	No existing HCA JD on file
Version number	1

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