**Annex B – Job description and person specification**

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| **Job title** | Healthcare Assistant |
| **Line manager** | Hannah Holland |
| **Accountable to** | Practice Manager and GP Partners |
| **Hours per week** |  |

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| **Job summary** |
| To support the practice nursing and administrative teams in the delivery of clinical and administrative services, working as part of the practice multi-disciplinary team, delivering care within their scope of practice to the entitled patient population.  The Healthcare Assistant will deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education whilst also supporting the administrative team on an as-required basis. |

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| **Mission statement** |
| “We are dedicated to enhancing the quality of peoples lives through the provision of accessible, high quality and personalised care.” |
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| **Generic responsibilities** |
| All staff at Hillcrest Surgery have a duty to conform to the following:  **Safeguarding**  Employees of Hillcrest Surgery work with the public on a daily basis. The post-holder will have regular safeguarding training and should make sure they understand and work within the safeguarding policies and procedures. They should also understand the governments ‘prevent’ strategy.  The post holder will be working with patients and their families/carers, and have good understanding of safeguarding practice. The post holder will have good understanding of the challenges children and families can face.  **Equality, Diversity & Inclusion**  A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Hillcrest Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Hillcrest Surgery, staff are required to dress appropriately for their role. |

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| **Primary 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:   1. Undertake new patient health checks & NHS Health checks 2. Support the practice nurse with health promotion programmes 3. Carry out baseline observations such as pulse oximitery, blood pressure, temperature and pulse rate, recording findings accurately 4. Facilitate routine and 24-hour BP monitoring, advising patients accordingly 5. Undertake wound care, dressings and other clinical tasks as required 6. Support the practice nurse with the management of chronic disease clinics 7. Carry out BMI checks as directed 8. Act as a chaperone as required 9. When trained, undertake venepuncture 10. When trained, administer flu vaccinations 11. Carry out ECGs as requested 12. Ensure specimens are recorded and ready for onward transportation 13. Provide support during minor operations as required 14. Ensure all clinical rooms are adequately stocked and prepared for each session 15. Ensure fridges are cleaned routinely in accordance with extant guidance 16. Ensure clinical waste is removed from clinical areas and sharps bins replaced in accordance with the organisation’s IPC policy 17. Deliver opportunistic health promotion where appropriate 18. Ordering stock as required      1. Completing regular checks of premises or equipment 2. Support the practice with the delivery of vaccinations (as required) |

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| **Secondary responsibilities** |
| In addition to the primary responsibilities, the Healthcare Assistant may be requested to:   1. Participate in practice audit as directed by the audit lead 2. Participate in local initiatives to enhance service delivery and patient care 3. Support and participate in shared learning within the organisation 4. Complete opening and closing procedures in accordance with the duty rota |

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| **Person specification – Healthcare Assistant** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Healthcare qualification (level 3 or 4) or working towards gaining equivalent level | ✓ |  |
| Previous completion of the HCA Care Certificate (as per [GP Mythbuster No 57 - HCAs in General Practice](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-57-health-care-assistants-general-practice) |  | ✓ |
| Phlebotomy certification |  | ✓ |
| Vaccination certification |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of working in a healthcare setting | ✓ |  |
| Experience of working in a primary care environment |  | ✓ |
| **Clinical knowledge and skills** | **Essential** | **Desirable** |
| ECGs | ✓ |  |
| Venepuncture | ✓ |  |
| New patient medicals, including height, weight, BP, pulse | ✓ |  |
| Chaperone procedure | ✓ |  |
| Ability to record accurate clinical notes | ✓ |  |
| Wound care/removal of sutures and staples |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook |  | ✓ |
| EMIS/SystmOne/Vision user skills |  | ✓ |
| Effective time management (planning and organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Ability to follow clinical policy and procedure | ✓ |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Problem solver with the ability to process information accurately and effectively, interpreting data as required | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure/in stressful situations | ✓ |  |
| Able to communicate effectively and understand the needs of the patient | ✓ |  |
| Commitment to ongoing professional development | ✓ |  |
| Effectively utilise resources | ✓ |  |
| Punctual and committed to supporting the team effort | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside core office hours |  | ✓ |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Occupational Health clearance | ✓ |  |

Notes:  
  
The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.