[Hillcrest Surgery](https://elmhayessurgery.co.uk/%22%20%5Co%20%22Elm%20Hayes%20Surgery)

Wellow Lane, Peasedown St John, Bath BA2 8JQ

 Tel: **01761 434469**

**bswicb.reception.hillcrest@nhs.net**

Current Job Opportunities and Vacancies

**Job Title: Healthcare Assistant (HCA)**
**Location: Hillcrest Surgery**
**Hours: 18 – 36 hours per week (negotiable)**

**5 weeks annual leave (plus a half day for your birthday!)**

**Suggested work pattern for 18 hours;**

* **Monday:** 8:00 – 2:30 (6 hours)
* **Tuesday:** 8:00 – 2:30 (6 hours)
* **Wednesday:** 8:00 – 2:30 (6 hours)
* **Thursday:** OFF
* **Friday:** OFF

**Example of HCA responsibilities (Please apply if you have not trained in all fields as training can be provided as necessary):**

* Phlebotomy (blood taking)
* Blood pressure monitoring
* Urinalysis and specimen collection
* ECGs (electrocardiograms)
* Wound care and dressings
* Health checks, including NHS Health Checks
* NHS health check assessments
* Smoking cessation support
* Height, weight, and BMI measurement
* Assisting with chronic disease reviews (e.g., diabetes, hypertension)
* Administering B12 injections or flu vaccinations
* Chaperoning during examinations

**What We’re Looking For:**

* Previous Healthcare Assistant or Phlebotomy experience
* Strong communication and IT skills
* Ability to remain calm under pressure and handle confidential information
* **GCSEs (or equivalent)** in English and Maths – often at grades 9–3 (A\*–D),
* A proactive team player with excellent attention to detail

**What We Offer:**

* NHS Pension Scheme
* Supportive team and experienced lead nurse
* A rewarding role within a busy, patient-focused environment

If you have a passion for patient care and enjoy working in a fast-paced setting, we’d love to hear from you!

To apply please send in your CV with a covering note to **Hannah Holland (Deputy Practice Manager)** hannahholland@nhs.net

Please make contact if you have any questions or you would like to take a look around. We’ll hear from you soon.

 **All Jobs at our surgery will involve the following responsibilities (training will be given):**

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| **Infection Control:** |
| 1.    All practices regard infection control as an essential requirement in the provision of a safe service to all its patients.2.    All members of staff will be expected to follow practice policies in relation to infection control.3.    Staff have a duty to make themselves aware of the policies and how they affect their practice. |
| **Confidentiality:** |
| 4.    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 appropriately5.   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 is to be regarded as strictly confidential6.    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 (& Safeguarding):** |
| 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:1.    Using personal security systems within the workplace according to practice guidelines2.    Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks3.    Making effective use of training to update knowledge and skills4.    Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards5.    Reporting potential risks identified.6.    Keeping up to date with and following Safeguarding procedures to keep patients and staff safe. |
| **Equality and Diversity:** |
| The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:1.    Acting in 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 legislation2.    Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues3.    Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights. |
| **Personal/Professional Development:** |
| In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that your professional development requirements are met, the post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:1.    Participation in an annual individual performance review (known as an appraisal), including taking responsibility for maintaining a record of own personal and/or professional development2.    Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work3.    Complete all mandatory training within required deadlines |
| **Quality:** |
| The post-holder will strive to maintain quality within the practice, and will:1.    Alert other team members to issues of quality and risk2.    Assess own performance and take accountability for own actions, either directly or under supervision3.    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 performance4.    Work effectively with individuals in other agencies to meet patients needs5.    Effectively manage own time, workload and resources. |
| **Communication:** |
| The post-holder should recognise the importance of effective communication within the team and will strive to:1.    Communicate effectively with other team members2.    Communicate effectively with patients and carers3.    Recognise people’s needs for alternative methods of communication and respond accordingly. |