|  |  |
| --- | --- |
| **Job Title:** | **Healthcare Assistant** |
| **Reporting To:** | **Lead Nurse** |
| **Direct Reports:** | **N/a** |
| **1. Job Role / Purpose:** | |
| Working under the direct supervision of the practice nurses and strictly in accordance with specific practice guidelines and protocols, the post holder will be responsible for performing various activities as detailed below. | |
| **2. Key Duties & Responsibilities:** | |
| **CLINICAL**  **Venepuncture:**  Obtain blood samples from patients **only** as the result of a direct referral from a GP or practice nurse. Knowledge of all blood tests and corresponding coloured bottles   * Ensuring that the patient is as comfortable and relaxed as possible and confirming their agreement to the collection of a blood sample * Collection of sample(s) of blood in accordance with training and procedures * Ensuring samples are stored in appropriate containers * Accurate, legible labelling of all samples to confirm patient identity * Checking patient identification against GP/nurse request and confirming with patient(s) whenever possible * Recording collection of blood samples in patient records in accordance with practice procedure * Ensuring that samples are dispatched to the appropriate laboratories in a timely fashion * Ensuring that anomalies are reported to a senior staff member * Notifying the GP/nurse of any significant patient issues   **Medical Administration:**   * Accurate record keeping and test request recording * Report any clinical or environmental issues of concern and take action to rectify these where appropriate * Clinical waste weekly gathering and prep for collection * All ordering plus regular cost comparison of items via alternative suppliers * Highlight any anticipated shortfall or difficulties in obtaining supplies, attempt to find alternatives and consult with practice nurse to obtain authority to order * Ordering of all test request forms – maintain well stocked levels * Maintenance of all medical cupboards – tidy, neat and well stocked * Clinical rooms – replenishment of blood bottles, cotton wool, tongue depressors, disposable speculae in varying sizes, swabs, hand wash and hand sanitiser * Fridges to be cleaned on a monthly basis * Keep a log of room equipment and highlight/organise annual calibration of scales/BP monitors etc   **Knowledge:**  Be aware of current guidance on infection control and maintain clutter free surfaces  Keep consulting room free of unnecessary items   * Cold Chain Audit – to arrange stock and maintain contents of clinical vaccine fridges at 2-8 * Understand the process involved in identifying and reporting an SEA   **Continued Professional Development (CPD):**   * Undertake training as directed by practice nurses or GPs to advance the role of HCA and improve the service to patients. All mandatory e-learning via Bluestream Academy completed annually * Identify areas of development or of interest by use of a Learning Needs Analysis Tool and research possibly appropriate courses or liaise with practice nurses * Retain a log of all incidents and undertake simple Significant Events Analysis (SEA) and be involved with the wider practice discussion on enhanced SEAs * Retain a log of all compliments received from patients, praise received regarding specific events, areas of achievement and accomplishment – for annual appraisal | |
| **3. Other Responsibilities** | |
| **Health and Safety**   * To comply with the Health and Safety at Work etc. Act 1974. * To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.   **Equality and Diversity**   * To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.   **Risk Management and Clinical Governance**   * To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.   **Confidentiality**   * To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.   **Safeguarding**   * Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.   **Professional development**   * The post holder will participate in any training programme implemented by the practice as part of this employment * To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development   **General**   * To undertake any other duties commensurate with the role, within the bounds of their own competence as guided by the attached management framework. * To work across the various SHP sites as required. * In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.   **SHP Vision Statement:** To be the most respected Primary Care provider in the Birmingham and Solihull Region.  **Mission Statement:**  **S**ustainable Primary Care services that meet the needs of our patients and commissioners.  **H**ave a united, strong and financially viable organisation.  **P**ractice of choice for our patients and the employer of choice for our people. | |

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **Essential /Desirable** | **Shortlisting** |
| **Qualifications** |  |  |
| NVQ Level 3 in Health & Social Care (Healthcare qualification) or equivalent level | E | A |
| Basic Life Support and CPR training | E | A |
| Phlebotomy certification | D | A |
| **Experience** |  |  |
| Relevant experience working in a primary care environment | E | A/I |
| Experience of working with the general public | E | A/I |
| Experience of working in a healthcare setting | E | A/I |
| Experience of working with vulnerable patients | E | A/I |
| **Skills/Knowledge** |  |  |
| New patient medicals including height, weight, BP, pulse | E | A/I |
| Understand current guidance on infection control | E | A/I |
| Risk awareness | E | A |
| Knowledge of contents of crash kit and how to use | E | A |
| Knowledge of how to use a defibrillator | E | A |
| Ability to follow clinical policy and procedure | E | A/I |
| Ability to record accurate clinical notes | E | A |
| Competent in the use of patient record management systems: EMIS / SystmOne | E | A |
| Ability to work as a team member and autonomously | E | A/I |
| Excellent communication (oral & written) | E | A/I |
| Good interpersonal skills | E | A/I |
| **Other** |  |  |
| Flexibility to meet the needs of the business | E | I |
| Able to travel to all SHP sites | E | I |
| DBS required | E | - |