Dr FR Chaudury and Partners

JOB DESCRIPTION

Healthcare Assistant (Level 2 / 3)

JOB SUMMARY

The healthcare assistant will provide an important service for patients, carrying out procedures and supporting patients to live healthier lives. An important part of the service is taking blood samples to be sent to the hospital laboratory for testing.

The healthcare assistant also supports the delivery of the service by providing some administrative support, such as ordering clinical supplies.

JOB DESCRIPTION - Duties and responsibilities

The role requires initiative and good judgement but will always be supported by other more senior clinicians on duty who will be available to advise.

Following Practice policies, protocols and guidelines, duties will include:

Responsibilities for patient care (Level 2)

- Provision of a phlebotomy (blood-taking) service (by direct clinician referral or practice invitation).
- To ensure test samples are appropriately labelled and packaged for transportation to the laboratory.
- To liaise with the laboratory, acting as first contact for day-to-day test queries.
- To carry out health screening and measurements, including: blood pressure; weight, height and body mass index; urinalysis; pulse rate and rhythm; ECG; glucose tolerance test; and peak flow readings.
- To carry out patient health checks, including health screening and measurements, and recording previous medical history, family history and current medications.
- To provide education and health promotion to patients as appropriate.
- To act as a chaperone for other clinicians.
- To collect lifestyle data from patients, including smoking status, alcohol consumption and exercise.
- To refer the patient to another clinician when appropriate.
- To report any observed changes in the patient’s condition or behaviour, or any other cause for concern, to an appropriate clinician.
- Assisting the clinical staff where appropriate.
- Support and monitor patients during nebulisation therapy.
- To maintain accurate and contemporaneous records to relevant professional standards/guidelines.

Responsibilities for patient care (working towards Level 3)

- To be qualified to NVQ Level 3 in Health and Social Care or equivalent.
- Assist GPs carrying out minor surgery procedures.
- To carry out additional health screening and measurements, including spirometry.
- Have a basic understanding of long term conditions including diagnostic interventions, treatments and the principles of care and self-management.
- Provide a service to promote healthy lifestyles, including for patients with long term conditions, smoking cessation, alcohol use and weight management.
• Provide education, support and encouragement to patients to self-manage their conditions, including teaching inhaler technique.
• To administer the influenza and pneumococcal vaccines, on the instruction of a regulated professional.
• Respond appropriately in the rare event of an adverse reaction to vaccination, including maintaining skills in basic life support.
• To initiate nebulisation therapy.
• To offer screening for blood borne viruses (e.g. HIV and Hepatitis) including pre-test counselling.
• To develop new skills and expand the healthcare assistant service, as appropriate to the level of the post.

Administrative responsibilities

• Maintaining stock control of clinical supplies.
• Re-stocking of clinical areas with clinical supplies and appropriate literature and forms.
• Arranging the calibration and maintenance of equipment and keeping relevant records.
• Supporting the delivery of standards and targets, including contacting patients (by telephone or letter) to provide information and invite them to attend for appointments as appropriate, e.g. annual influenza vaccinations, childhood immunisations, cervical screening.
• Plan, develop and implement health promotion activities in the waiting room, e.g. smoking, exercise and diet.
• Organise the provision of patient information leaflets, as requested.

Communications and relationships

• Demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.
• Communicate effectively with other members of the Primary Health Care Team (e.g. GPs, Practice Nurses, District Nurses).
• Communicate effectively with patients and carers, recognising their needs for alternative methods of communication.
• Provide and receive sensitive information.
• To understand and follow the requirements of confidentiality (including the Data Protection Act and practice policy) and the Freedom of Information Act and to refer on any queries as appropriate.
• Participation in practice meetings, including PHCT meetings, as appropriate.

Team working

• Understand own role and scope in the organisation.
• Work as an effective and responsible team member, supporting others.
• Ensure clear understanding and utilisation of referral mechanisms within the practice.
• Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice.
• Participate in team activities that create opportunities to improve patient care.

Organisation/Quality

• To follow Practice policies, including Health and Safety, Security, Confidentiality and Information Governance.
• To practice in accordance with agreed standards of care.
• To ensure that own actions are consistent with clinical governance systems and bring to the attention of more senior staff any specific risk situations.
• To manage own time effectively.
• To support and work towards the achievement of national standards (e.g. Quality and Outcomes Framework), local PCT/CCG standards and Practice standards.
• Review, enter and process data using accurate Read codes in order to ensure easy and accurate information retrieval for monitoring, financial and audit processes.
• To support the aims and objectives of the Practice and contribute to the ongoing development of the Practice as required.

Equality and diversity

• To act in ways that recognise the importance of people’s rights, interpreting them in a way that is consistent with procedures.
• To respect the privacy, dignity and beliefs of patients, carers, visitors and co-workers. They must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.
• To follow the Practice chaperoning policy.
• Be aware of statutory procedures, local guidance and referral criteria regarding protection of children and vulnerable adults, including Practice and PCT policies. To follow the guidance and policies and take action in an appropriate manner.

Health, safety and security

• Use of proper infection control procedures.
• Use the personal security systems within the workplace according to Practice guidelines.
• Follow Health & Safety Policies and guidelines, including fire procedures and those pertaining to clinical areas of risk. Use safe working procedures and report incidents using the Practice incident reporting system.
• Ensure the safe storage, rotation and disposal of vaccines and drugs within area of responsibility.

Training/Personal development

• To undergo regular appraisal, supervision and training as necessary to update skills and knowledge.
• To take responsibility for maintaining a record of own personal development.
• Participation and assistance in the training of healthcare professionals, including Practice Nurse Apprentices, GP Registrars, nursing students and medical students.
• To provide training to other staff in work relevant to this post.
• To participate in the induction of new staff, students and other attached professionals.

Other

• To give good and regular attendance.
• To maintain a tidy and organised work area.
• Any other duty appropriate to the role.
• This job description is subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances.

KEY CONTACTS

• Lead Practice Nurse – Reports directly to and is line managed, supervised and appraised by the Lead Practice Nurse, who provides direction, support and advice when required.
• Practice Clinical Team
• Practice support staff and Practice Manager
• Patients of the Practice and their carers and families.
• Laboratory – for clinical investigation queries.
HEALTHCARE ASSISTANT – Person specification

Essential requirements

Knowledge, training and experience

- Experience of working with the general public, preferably within a service environment.
- Good administrative and organisational skills, with the ability to prioritise work.
- Experience of using computers, with good keyboard skills.

Personal skills and abilities

- A commitment to support the delivery of the best possible service to a diverse inner city population.
- Physical dexterity with the confidence to carry out clinical procedures (e.g. phlebotomy, blood pressure measurement).
- The ability to communicate clearly and effectively with a wide range of individuals, both verbally and in writing.
- A friendly and approachable manner, with good people skills, showing care and empathy.
- The ability to cope with occasional exposure to challenging behaviour, distressing circumstances or emotional events.
- The ability to maintain concentration for lengthy periods of time.
- The ability to work positively as a member of a busy team.
- A conscientious approach and the commitment to working in an adaptable and flexible manner.
- Willingness and ability to undertake any training required to carry out the role effectively and safely.
- The ability to give good and regular attendance.

Desirable requirements

- NVQ Level 2 or 3 in Health and Social Care (or equivalent).
- Experience of phlebotomy (blood-taking).
- Previous experience working in hospitals, nursing homes or primary care.
- Although not essential, the ability to speak a language commonly spoken by our patients, in addition to English, would be useful.

June 2012