



BURNHAM & BERROW MEDICAL CENTRE

Love Lane
Burnham-on-Sea
Somerset
TA8 1EU
Tel: 01278 795445

JOB DESCRIPTION

Job Title: Health Care Assistant (NVQ3 or equivalent)
Responsible to: Nurse Manager

JOB SUMMARY

To assist the Practice team in the delivery of services and care to patients

KEY RESPONSIBILITIES

1.0 Clinical Duties

- 1.1. Clinical tasks may include, but not solely restricted to:
 - 1.1.1. Urinalysis and preparation of specimens for investigation by the pathology laboratory
 - 1.1.2. Measuring and recording of:
 - ☐ blood pressure
 - ☐ pulse rate and rhythm
 - ☐ temperature
 - ☐ height and weight
 - ☐ peak flow and its calculation
 - ☐ visual acuity
 - ☐ body mass index
 - 1.1.3. ECGs
 - 1.1.4. Blood glucose monitoring
 - 1.1.5. Venepuncture
 - 1.1.6. Inhaler techniques
 - 1.1.7. Spirometry
 - 1.1.8. Administer injections eg B12, influenza
 - 1.1.9. Removal of sutures
 - 1.1.10. Undertake dressings
 - 1.1.11. Support and monitor patients during nebulisation therapy
 - 1.1.12. Support clinicians in providing minor surgery
- 1.2. Prepare and maintain environments and equipment before, during and after patient care interventions
- 1.3. Cleaning blood and body fluid spillages
- 1.4. Provide support to colleagues, as necessary
- 1.5. Refer to appropriate, internal external and voluntary agencies
- 1.6. Act as a chaperone
- 1.7. Assist patients and colleagues in adopting sound infection control measures
- 1.8. Understand and apply the principles of the cold chain
- 1.9. Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility

- 1.10. Maintain the notice boards in the waiting rooms and promote good health with educational materials
- 1.11. Ensure health information leaflets are readily available and current
- 1.12. Ensure GPs' rooms and clinical treatment rooms are clean and well stocked

2.0 Communication & Working Relationships

- 2.1. Communicate effectively with patients and carers, recognising the need for alternative methods of communication, where appropriate
- 2.2. Communicate effectively with other team members
- 2.3. Communicate with other agencies and suppliers
- 2.4. Participate and contribute to team meetings as required
- 2.5. Delegate clearly and appropriately using the principles of good delegation

3.0 Personal and people development

- 3.1. Take responsibility for your own developmental learning and performance, including participating in supervision
- 3.2. Maintain a record of your own personal development
- 3.3. Active participation in regular performance review, including appraisal
- 3.4. Active participation in training to update knowledge and skills to maintain competencies, including mandatory training
- 3.5. Disseminate learning and information to other team members
- 3.6. Demonstrate skills and activities to other team members
- 3.7. Recognise and understand the roles and responsibilities of individuals working in the primary health care team
- 3.8. Act as a positive role model
- 3.9. Wear the correct uniform as agreed by the Practice

4.0 Service Implementation/Improvement

- 4.1. Involvement with safeguarding for both children and vulnerable adults using local guidance and referral criteria
- 4.2. Participate in audit as required
- 4.3. Work with colleagues on the development of current and new services and other initiatives and assist with implementing changes
- 4.4. Contribute new ideas to improve patient care
- 4.5. Work with the practice to ensure targets are met

5.0 Quality

- 5.1. Recognise and work within own competence and professional code of conduct as regulated by the Nursing & Midwifery Council (NMC), or other regulatory body as appropriate for your role
- 5.2. Practice in accordance with agreed standards of care
- 5.3. Alert other team members to issues of quality and risk in the care of patients
- 5.4. Participate in the maintenance of clinical governance
- 5.5. Prioritise, organise and manage own workload in a manner that maintains and promotes quality, whilst ensuring effective time-management strategies are embedded in own practice

6.0 Review of this job description

- 6.1. This job description is intended as an outline indicator of the general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis

GENERAL INFORMATION

7.0 Confidentiality

The post holder will maintain appropriate confidentiality of information relating to the Practice, individuals and patient information. The post holder will be expected to comply with all aspects of GDPR 2018

8.0 Equality & Diversity

Burnham & Berrow Medical Centre is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunities policies/procedures and promote the equality and diversity agenda of the Practice

9.0 Risk Management / Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors

10.0 Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Practice policy, including email documents and with regard to the GDPR 2018, The Freedom of Information Act and any other relevant statutory requirements

11.0 Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Practice to provide high quality services

12.0 Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Practice Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection

13.0 Smoking

The Practice operates a "non-smoking" policy. Employees are not permitted to smoke anywhere within the premises of the Practice or when outside on official business

14.0 Policies & Procedures

Practice employees are expected to follow Practice policies, procedures and guidance as well as professional standards and guidance. Copies of Practice policies can be accessed via the Practice Intranet or via your manager

Signed: Date: