**JOB DESCRIPTION**

**JOB TITLE: Health Care Assistant (HCA)**

**RESPONSIBLE TO: Practice Manager, GP’s, Lead Practice Nurse**

**HOURS OF WORK: As per contract**

**SALARY: As per contract**

**JOB SUMMARY**

The purpose of the role is to assist the clinical team in the service and delivery of the care management of the practice population. The post holder works under indirect supervision of the clinical team and undertakes task and duties delegated by the clinical team. They will work collaboratively with the general practice to meet the needs of patients whilst following policy and procedures.

**KEY RESPONSIBILITIES**

**Communication**

* Communicate effectively with other team members
* Communicate effectively with patients and carers, recognising their needs for alternative methods of communication

**Clinical skills**

Undertake record and follow guidelines for the tasks for which you have received appropriate training:

* Urinalysis and preparation of specimens for investigation by the pathology laboratory
* New patient and NHS health checks
* Venepuncture
* Smoking cessation
* E.C.G’s
* Support and monitor patients during nebulisation therapy
* Assist clinicians in minor surgery and coil fitting
* Perform basic dressing changes according to a nursing plan
* INR monitoring in accordance with local guidelines
* Dopplers
* Blood pressure monitoring and Hypertension Reviews
* Flu vaccinations
* Spirometry

**Personal and people development**

* Take responsibility for own developmental learning and performance
* Take responsibility for maintaining a record of own personal development
* Work with the nursing/ clinical team on any new training requirements
* To recognise and understand the roles and responsibilities of individuals working in the primary health care team
* Be aware of the legal issues pertinent to the role of a health care assistant

**Health, safety and security**

* Use the personal security systems within the workplace according to practice guidelines
* Identify the risks involved in work activities and undertake them in a way to minimize the risks
* Use local infection control guidelines and maintain work areas in each clinical room so that they are clean, safe and free from hazards i.e.:

1. Hand washing
2. Universal hygiene procedures
3. Collection and handling of laboratory specimens
4. Segregation and disposal of waste materials
5. Reporting and treatment of sharp/ needlestick injuries
6. Dealing with blood and body fluid spillages

* Understand and apply the principles of the cold chain
* Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility
* Be aware of local safeguarding procedures and referral criteria
* Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation and monitoring and maintaining of equipment

**Service improvement**

* Be aware of and, if appropriate, assist in current clinical audit
* Work with colleagues in the team on the development of current and new services and other initiatives
* Deal with requests from patients and clinical staff for health information leaflets and maintain notice boards in treatment rooms
* Ensure stock items under your control are ordered and available in all clinical areas

**Equality and diversity**

* Act in ways that recognise the importance of people’s rights, interpreting them in a way that is consistent with procedures
* Respect the privacy, dignity, needs and beliefs of patients and carers
* Understand basic legal and communication issues regarding child abuse, family violence, venerable adults , substance abuse and addictive behaviour
* Act as a chaperone

**Information processes**

* Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate
* Maintain confidentiality or information relating to patients, relatives, staff and the practice

**JD HCA NOV 18**

**LISTER HOUSE SURGERY**

**PERSON SPECIFICATION**

Job Title: Health Care Assistant

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| --- | --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
|  |  |  |  |
| Knowledge/  Qualification | * Willingness to undertake NVQ/ equivalent training | * NVQ level 3 in Primary Care * I.T skills | Application form |
| Experience | * Experience of dealing with the general public | * Previous experience in working in a health care setting | Application form  Interview |
| Basic skills and abilities | * Able to work in a busy environment * Team player |  | Interview |
| Personal Qualities | * Good communicator * Hard working * Friendly * Reliable |  | Interview |
| Presentation | * Neat, tidy and presentable |  | Interview |
| Other relevant requirements | * Need to be protected against Hepatitis B through a course of immunisation |  | Application form |
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