**Job Description**

**Health Care Assistant in General Practice**

**Purpose:** To assist the GPs and practice nurse team in the service and delivery of the care management of the practice population

**Responsible to:** Nursing Team Leader

**Accountable to:** GP Partners (clinically); Practice Manager (administratively)

**Job Summary**

The post holder works under indirect supervision and undertakes task and duties delegated by the Nursing Team Leader. They will work collaboratively with the general practice team to meet the needs of patients, following policy and procedures while providing supervision to more junior staff.

**Key Responsibilities**

**Clinical skills – health and wellbeing**

1. 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.
   * Measuring and recording following physiological measurements in routine presentations:
     + Blood pressure
     + Pulse rate and rhythm
     + Dopplers
     + Height and weight – body mass index
     + 24 BP monitoring
     + Venepuncture
     + ECG
     + Foot checks
     + Flu vaccinations
     + Leg ulcer wound care

The role is subject to development and additional clinical tasks, which is to be discussed at yearly appraisals.

* + Prepare and maintain environments and equipment before, during and after patient care interventions
  + Assist in raising awareness of health and well-being, and how it can be promoted
  + Give accurate and appropriate information to patients and groups within own competence
  + Actions in support of QOF commensurate with skills, abilities and competence
  + To support the introduction of new patient services which are commensurate with the grade

**Communication**

1. Communicate effectively with other team members and act with appropriate attitude and behaviour in the work place.
2. Communicate effectively with patients and carers, recognising their needs for alternative methods of communication.

**Personal and people development**

1. Take responsibility for own developmental learning and performance, including participating in supervision and demonstrate initiative and self-learning.
2. Take responsibility for maintaining record of own personal development.
3. Work with management on any new training requirements.
4. To recognise and understand the roles and responsibilities of individuals working in the primary health care team.
5. Be aware of the legal issues pertinent to the role of a HCA
6. Work as part of the team with acceptable actions, attitudes and behaviours of an HCA

**Health, safety and security**

1. Use the personal security systems within the workplace according to practice guidelines.
2. Identify the risks involved in work activities and undertake them in a way that manages the risks.
3. Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting of any potential risks identified, including:
   * Hand washing
   * Universal hygiene procedures
   * Segregation and disposal of waste materials
   * Decontamination of instruments and clinical equipment
   * Reporting and treatment of sharps injuries
   * Dealing with blood and body fluid spillages
   * Assist patients and colleagues in adopting sound infection control measures
4. Understand and apply the principles of the cold chain
5. Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility.
6. Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate.
7. Be aware of statutory child health procedures, and statutory local guidance and referral criteria for safeguarding children and vulnerable adults.
8. Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining equipment and furniture within your area of responsibility.
9. Use the computer monitor safely.
10. Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health.

**Service Improvement**

1. Be aware of, and if appropriate, assist in current clinical audit.
2. Work with colleagues in the team on the development of current and new services and other initiatives.
3. Maintain the notice board in the waiting room and promote good health with educational material.
4. Deal with requests from patients and clinical staff for health information leaflets, and ensure sufficient health information leaflets are available to all staff.

**Quality**

1. Alert other team members to issues of qualify and risk in the care of patients.
2. Ensure own actions are consistent with clinical governance standards.
3. Practice in accordance with agreed standards of care.
4. Enable patients to access appropriate professionals in the team.
5. Ensure stock items under your control, such as sample bottles and leaflets, are ordered and available in the treatment and consulting rooms and ensure all clinical rooms are appropriately stocked of appropriate products.
6. Know how clinical governance affects the HCA role and bring to the attention of more senior staff any specific risk situation.
7. Know the practice’s policies in this respect, especially the whistle-blowing policy – available in the practice staff handbook.
8. Be able to manage your own time effectively.

**Equality and Diversity**

1. Ensure own actions support equality, diversity and rights.
2. Act in ways that recognise the importance of people’s rights, interpreting them in a way that is consistent with procedures.
3. Respect the privacy, dignity, needs and beliefs of patients and carers.
4. Understand basic legal and communication issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour.
5. Act as a chaperone.

**Information processes**

1. Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate.
2. Input accurate Read Codes about patients to ensure accurate retrieval of information for monitoring and auditing processes.
3. Maintain confidentiality or information relating to patients, relatives, staff and the practice.
4. Take the necessary precautions when transmitting information.

**Rehabilitation of Offenders Act 1994**

Due to the nature of the work, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applications for posts are not entitled to withhold information about convictions which for other purposes are ‘spent’ under the Provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

On appointment to the post, and afterwards as required by law or good practice, a Criminal Records Bureau (CRB) check will be undertaken on the post holder. Any decision to appoint will be dependent on a satisfactory check. Disciplinary action may be taken where a CRB check for an existing post holder is unsatisfactory.

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| **Declaration** |

I have read, understand and agree to abide by the terms and conditions of the Job Description as set out above. I recognise that as the needs of the business change, the job description may be reviewed from time to time to ensure that it is appropriate to the needs of the business but that any changes will be discussed with me.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification**

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| Criteria | Essential | Desirable |
| Qualifications and training | * Basic literacy and numeracy skills * Basic computer experience * NVQ level 2 or above required, if post holder is trained at NVQ level 2, additional training towards level 3 will be required. | * NVQ level 3 |
| Knowledge and Skills | * Demonstrate a basic understanding of the needs of the patient and the role of the HCA * Willing to develop clinical skills and competency relevant to the role, eg phlebotomy skills * Ability to support patients to change lifestyle * Communication skills, both written and verbal * IT skills including clinical system and Microsoft programmes such as Word, Outlook, etc. | * Understands issues regarding accountability and delegation * Emis Web |
| Experience | * Has customer care experience or experience of being a carer | * Experience working in a care environment |
| Personal qualities | * Demonstrates motivation, reliability and commitment to team working and the development of others * Flexible, reliable and responsive to change * Demonstrates an ability to value the opinions of others * Willingness to undergo education / training for both practice and service needs * Willingness to work towards professional and performance objectives (appraisal) |  |
| Physical skills | * Manual dexterity and manipulation skills * Ability to handle simple medical equipment, eg ECG machine * Ability to assist others with the delivery of care, eg assisting in minor surgery * Fitness to do the job within manual-handling policy |  |
| Mental and emotional effort | * Concentration required daily, * Ability to deal with occasional exposure to distressing circumstances or emotional events * Ability to copy with occasional exposure to aggressive behaviour * Ability to work with competing priorities * Ability to deal tactfully and empathetically with distressed or anxious patients and carers |  |
| Working Conditions | * Personal physical contact with patients * Ability to work with high patient turnover and a pressurised environment on a daily basis * Must be able to travel between sites and undertake occasional home visits, or attend training off-site. * This may involve transporting equipment between sites. * Must have business insurance cover * This post will include working occasional Saturdays on a rota basis (AM only). |  |
| Communication and verbal skills | * Able to communicate routine information that requires tact and persuasive skills, or where there may be barriers to understanding * Ability to communicate effectively via telephone or group discussion * Good interpersonal skills |  |
| Responsibility for financial and physical resources | * Participate in the care of equipment * Undertake stock control |  |
| Person | * Ability to work core hours * Flexibility to cover * Enthusiasm and flexibility * Team player | * Positive role model |
| Other | * Must either by Hepatitis B immune or be willing to undergo an immunisation course |  |