

| JOB DESCRIPTION | |
|--|---|
| Job title: | Healthcare Assistant |
| Team/Department: | Primary Care |
| Location: | Allied Medical Practice |
| Hours of work: | As agreed and in accordance with the contract of employment |
| Job title the post holder will report to: | Practice Manager |
| Job titles reporting to the post holder: | None applicable |
| Date the role profile was revised: | October 2023 |

JOB PURPOSE

The post holder is responsible for assisting the nurse, ensuring the delivery of safe and effective nursing services to the whole practice population. As a member of the clinical nursing team the post holder is responsible for their own practice, whilst being accountable to the senior trained nurse on duty.

Supported by the clinical team within the practice they will deliver care within the boundaries of their role, focusing upon supporting patients to be healthy, monitoring of long-term conditions, health prevention and screening activities.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The post holder will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures whilst managing their own workload to deliver the practice priorities. Clinically, the focus of the role is to undertake clinical activities within the clinical team as requested. Eg. ECGs, health checks, dressings and wound care etc, as delegated by the practice nurse on duty and according to training and competencies. The role will also be evolving as the balance of care shifts from hospital to general practice.

Clinical

- Undertake Phlebotomy for individual patients.
- Undertake screening and diagnostic procedures, promoting and being involved in Health Education activity e.g. ECG, height, weight, BP.
- Support the nurse with annual health promotion, such as QOF/DES/LES/IIF eg Diabetes/COPD.
- Processing of samples e.g. urine.
- Undertake basic wound care.

- Undertake flu vaccinations/Pneumo/B 12/Shingles.
- Administer First Aid.
- Receive and refer patients to trained nurses when appropriate.
- Understand and adhere to the Policies and Procedures of the Practice.
- Update the computer by coding activities appropriately and at the time of the consultation using templates where appropriate. Comply with computer based information requirements.
- Ensure all items of equipment are maintained in good order, and ensure that all procedures for reporting hazards or unsafe equipment are known, understood and carried out by all staff in the nursing team.
- Monitoring fridge temperatures and maintain regular hygiene routine.
- Maintain Infection Control, COSHH procedures.
- Carry out monthly Legionella checks.
- Liaise with the clinical team and manager to ensure the service requirements are met
- Ensure economical and careful use of property and resources within the clinical team are used economically and effectively, including ordering of dressings and other surgery equipment.
- Provide cover for colleagues by undertaking extra shifts when required.
- Ensure rooms are well stocked with clinical supplies undertaking regular stock rotation.
- Order medical supplies, vaccinations and other medical stationery when need is identified.

Communication

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment.
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
- Utilise communication skills to support patients to adhere to prescribed treatment regimens.
- Anticipate barriers to communication and take action to improve communication.
- Estimate and maintain effective communication with individuals and groups within the practice environment and with external stakeholders.
- Act as an advocate when representing the patients' and colleagues' viewpoints to others.

Quality

- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures.
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
- Assess effectiveness of care delivery through self and peer review, benchmarking and formal evaluation.
- In partnership with the clinical team, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate.
- Support and participate in shared learning across the practice and wider organisation.
- Participate in team meetings.
- Ensure that all mandatory training is completed and maintained in a timely manner.
- Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance.
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver

carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

| Requirements | Essential | Desirable | How identified |
|------------------------------------|---|---|--|
| Qualifications and training | GCSE Maths and English to a Grade C or equivalent level BTEC/NVQ level 2/3 or care certificate | Microsoft Office Applications including Word and Excel | Application/ Certificates/ Interview |
| Experience | Previous general practice or health sector experience Knowledge of general practices administrative and information analysis Minimum of one year working in General Practice | Previous experience of Quality Improvements within Primary Care | Application / Interview |
| Practical skills | IT literate with excellent keyboard skills Communicate effectively with other team members, patients and carers Be familiar in all mediums of communications such as email, tasks, telephone etc Communicate effectively to outside agencies Work to practice protocols Assess own performance and take accountability for own actions, either directly or under supervision | | Application / Interview |

| Requirements | Essential | Desirable | How identified |
|----------------|--|-----------|-------------------------|
| | Effectively manage own time, workload and resources | | |
| General | Flexible/adaptable to team/service needs Flexible approach to change Reliable Confident | | Application / Interview |