

Job Title:	Health Care Assistant
Reports to (job title):	Nurse Manager/Operational Lead Nurse (TBC)
Line Manager to:	TBC

Job purpose

The post holder will be expected to have a progressive attitude and a drive for continual improvement and maintaining personal competency. Be accountable and work within the parameters of the Senior Health Care Assistant role. Maintaining patient confidentiality, ensuring a safe and respectful environment for patients and colleagues. Work as an effective team member in a multidisciplinary team, chaperoning, taking patient histories, collecting, and processing samples, providing asymptomatic screening, venepuncture, microscopy, health promotion/advice, assisting with results process and partner notification.

Supporting the nurses and doctors, dealing with issues at the frontline of service delivery and reporting any complex issues verbally and or in writing and if required through Datix. Contribute to the development and quality of the service.

Key responsibilities

The role encompasses clinical duties including direct patient care and having the ability to work on occasions without direct supervision, at times delivering care independently in line with the individual patient needs/requirements and or planned care as documented in patient notes.

Professional Responsibilities

- Adheres to HCRG Care Group policies and procedures.
- Provides a professional non-judgemental, confidential approach to patient care.
- Follows HCRG Care Group safeguarding policy if safeguarding concern identified for both adults and children.
- Takes responsibility for maintaining of clinical competencies and completing and updating mandatory training.

Clinical Responsibilities

- Cleaning of clinical areas as per Infection, Prevention and Control (IPC) policy
- Ensure all clinical areas are fully equipped and fit for purpose including replenishing of stock, instruments, equipment, and patient information.
- Ensure supply of condoms as per local requirements are readily available for distribution in all clinical and reception areas.
- Ensure disposal of equipment including sharp bins and clinical bags as per protocol
- Provides patients with inform choice to enable them to consent to care.
- Assesses, plans, implements, care for asymptomatic patients eighteen years old and over.
- Assists with results management and supports partner notification and health advising.
- Identifies and carries out tests as identified by BASHH or health professional for patients attending for PREP or ongoing HIV care.
- Competent in Venepuncture.
- Pregnancy testing
- Taking patient observations, blood pressure, pulse, temperature, and weight able to assess body mass index and provide health advise and escalate as appropriate.
- Undertakes Microscopy and reports findings to a registered clinician.
- Managing and processing specimens
- Chaperoning and assisting clinicians
- Provides follow up care for test of cure, screening outside of window period or as directed and documented in patient notes by clinician.
- Demonstrates the ability to recognise the effects of medicines, side effects, drug sensitivity, contraindications, adverse reactions, and allergies and escalate as appropriate.

Managerial Responsibilities

- Works flexibly according to service needs.
- Assists in triaging service users and refers them to appropriate service/care pathway or escalates to appropriate health care professional.
- Ability to travel to different sites and will require business use insurance if using own car.
- Monitoring of IPC, fridge, and drug room temperatures, through completion of audit templates daily and reporting any issues to nurse/administrator in charge.
- Record oxygen depletion monitor recordings as per guidance, report any issues to nurse in charge.
- Ensure emergency trolley and equipment are fit for purpose and ready for use, complete check list and report discrepancies to nurse in charge.
- Completion of weekly drug check in accordance with SOP and report any discrepancies to lead nurse/administration manager.
- Ensure drug sheets are available for recording and old records archived as per protocol.
- Ensure rotation of drugs to ensure expiry dates are identifiable and used in order of expiry.
- Recognise any low stock and inform lead nurse / administration manager for ordering.

- Following SOP ensure all drugs/supplies delivered to the area are recorded and put in secure storage without delay.
- Follow all medicine management SOP for safe use and storage of drugs including cold chain.

Educational Responsibilities

- Promotes and educates service users and external agencies/professionals with regards to sexual Health and HIV promotion, raising their awareness of PREP, PEPSE, appropriate vaccinations, to those who meet criteria. Discussing importance of condom usage and window periods in relation to sexual health screening.
- Within 6 months of commencement of post must have completed, STIF foundation and gateway competencies.
- Supervises new colleagues, medical and nursing students.

Communications and Interpersonal Skills

- Promotes and effectively communicates with colleagues, multidisciplinary teams, external agencies and professionals and patients through a variety of communication methods.

Health and Safety Responsibilities

- Adheres to infection control policies.

Quality and Governance Responsibilities

- Delivers care independently once they have been deemed competent according to HCRG Care Group competency package.
- Provides clinical advice in accordance with current evidence-based practice.
- Completes mandatory training prior to expiry.
- Contributes to audit, research and evaluation of clinical effectiveness and quality improvement.
- Complies with national policies/guidance in relation to sexual health and contraception.

Administrative Responsibilities

- Documents all communication in relation to patient in patient records according to latest NMC recording keeping guidance.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of

our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Think

- Inspire
- Understand
- Communicate

Care

- Challenge
- Improve
- Learn

Do

- Involve
- Resilience
- Accountability

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave HCRG's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management: NHS Code of Practice](#), [NHS Constitution](#) and [HSCIC Code of Practice on Confidential Information](#) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by HCRG. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information Governance Responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements.
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professionals

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/ Health and Safety

The post holder has a responsibility to themselves and others in relation to managing and escalating any identified and emerging risk. Staff are required to be aware of and understand all HCRG Infection Prevention Control (IPC) processes and Policies and Procedures and take part in any IPC audit.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to always observe strict fire and security precautions and be aware and understand all Health and Safety Policies and risk assessments.

All staff must be confident and competent to report accidents, incidents and near misses so that the service can take actions and any learning can be identified and shared where required both service wide and HCRG wide.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment. Undertake all relevant training in relation to Safeguarding Training and is complaint with HCRG Safeguarding Policies and Procedures

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with the HCRG medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the HCRG medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the HCRG Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees cannot smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their

capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

<ul style="list-style-type: none"> • Previous experience as a Health Care Assistant at band 2 or 3 and has completed Care Certificate 	E	Certificate
<ul style="list-style-type: none"> • STIF Foundation/Gateway 	D	Certificate
<ul style="list-style-type: none"> • Knowledge/skills within sexual health, HIV and Contraception 	D	Application and interview
Background Experience		
<ul style="list-style-type: none"> • Demonstrable experience within a clinical role/setting and/or equivalent experience providing customer care 	E	Application and interview
<ul style="list-style-type: none"> • Evidence of working with staff from different professional disciplines 	E	Application and interview
<ul style="list-style-type: none"> • IT and clinical systems experience 	E	Application and interview
<ul style="list-style-type: none"> • Previous experience of working in a sexual health and or contraception setting 	D	Application and interview
<ul style="list-style-type: none"> • Risk Management processes 	D	Application and interview
<ul style="list-style-type: none"> • Patient Engagement/involvement 	D	Application and interview
Skills and Aptitude		
<ul style="list-style-type: none"> • Ability to demonstrate a highly skilled knowledge, understanding and ability to apply new research evidence and established theory into clinical practice. 	E	Interview
<ul style="list-style-type: none"> • An understanding of how beliefs, values, emotions, culture, social environments, and other conditions affect models of intervention and patient participation. 	E	Interview

<ul style="list-style-type: none"> Excellent communication, interpersonal skills both verbally and in writing 	E	Interview
<ul style="list-style-type: none"> Knowledge of Patient record systems 	E	Application and Interview
<ul style="list-style-type: none"> Car Driver and business insurance 	E	Full Driving Licence
<ul style="list-style-type: none"> Ability to be flexible, to have flair and initiative and to be able to work in a team 	E	Interview / References
<ul style="list-style-type: none"> Motivated / positive – self-directed and committed 	E	Interview
Competencies		
<ul style="list-style-type: none"> Venepuncture 	D	Certificate
<ul style="list-style-type: none"> Microscopy 	D	Certificate

Other

- Excellent interpersonal skills
- Ability to work collaboratively and liaise with other agencies

Employee signature

Manager signature
