

Job Title:	Outpatient Healthcare Assistant Band 3
Reports to (Job Title):	Outpatient Sister / Outpatient Matron
Line Manager to:	N/A

Job Description:

- Providing a key contribution to the effective day-to-day activity associated with running multiple outpatients' clinics
- Good organisational strengths, time keeping and the ability to multitask are required to complement the team
- To provide compassionate, caring and high-quality patient centred care under the guidance of qualified nurses and clinicians
- To assist with administrative and non-nursing duties at the discretion of the OPD Matron and Sister
- The post holder will provide an efficient service to ensure the smooth operation of the Outpatient department
- The fostering of team working skills with the Outpatients Reception Team is implicit to the role
- Honour and uphold the HCRG Care Group core values

Department working hours:

- Working hours will be between 08.00am-18.00pm, Monday to Friday
- The post is part-time (30 hours) and includes flexible working of hours

Base:

Outpatient Department
Farnham Hospital
Hale Road
Farnham, GU9 9QL

Key Responsibilities:

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

Clinical Skills:

- Checking patients 3 points of reference
- Chaperone clinicians during examinations
- Carry out patients' vital signs to include blood pressure, pulse, oxygen saturation, temperature, respiratory rate, blood glucose, urinalysis, height, weight and waist measurement
- Respond and support nurses with basic life support during emergency situations
- Support nurses to remove and re-apply dressings
- Carry out ECGs on cardiac patients
- Carry out visual acuity testing on ophthalmology patients
- Support specialist nurses during urogynaecology clinics
- Set up clinic rooms and clinical equipment in preparation for multiple clinics
- Tidy clinic rooms and clean down equipment at the end of clinics
- To report any changes in the patients' condition and situation as appropriate and update the nurse in charge.
- Monitor patients awaiting transport and escalate any delays to the nurse in charge
- Provide emotional support to patients during bad news clinics

Communication / Relationship Skills:

- To effectively communicate within the nursing and multidisciplinary team.
- To competently use the electronic patient record system EPIC
- To competently use multiple IT systems to include MS Teams, Outlook, SharePoint, Datix
- Participate as a team member to ensure that patients receive a friendly, efficient and effective service.
- Ensure patients are supported throughout their journey and are treated with dignity and respect.
- Ensure that patients are completing friends and family feedback forms
- Ensure that patient information leaflets are printed and well stocked
- Support reception team to check in patients and direct patients to correct waiting area
- Support patients to check in using the kiosks
- Ensure incident reports are completed following an incident
- Complete all clinical and cleaning checklists

Personal and People Development:

- Ensuring compliance with all statutory and mandatory training
- Share learning and knowledge with colleagues
- Support less experienced or new staff with training and development
- Value own and colleagues' contributions to the team
- Take part in annual appraisals and regular peer reviews to monitor development

Health and Safety:

- Facilitate a clean environment which meets current standards for infection control
- Escalate any new or unresolved risks to the OPD Matron/Sister/Nurse in Charge
- Use equipment appropriately according to training, instruction and relevant competencies
- Use stock control and rotation to avoid wastage and additional expenditure.
- Exercise a personal duty of care in relation to equipment and resources.

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 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, we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

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 the company's employment.

All information which identifies living individual in whatever form (paper, pictures, electronic data, images or voice) is covered by the 1998 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 the company. 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 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
- Maintaining timely and accurate record keeping
- Only using email accounts authorised by us. These should be used in accordance with the sending and transferring information security 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 or information security lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conduction business

Governance:

Clinical governance is a framework through which organisation 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 and 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 risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the hygiene code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health and 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 observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults:

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expect all employees to share this commitment.

Medicines Management for Registered Healthcare Professionals:

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

Medicines Management for Skilled Non-Registered Staff:

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies where appropriate training has been provided and competencies have been achieved.

Policies and Procedures:

All colleagues must comply with the company 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 are not able to 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.

Person Specification:

Essential	Desirable
Qualifications: • A good general level of literacy and numeracy • A good general level of IT and keyboard skills Knowledge and Skills: • Ability to form sound relationships within the wider team • Excellent communication skills • Ability to priorities own workload • Ability to respect confidentiality Experience: • Experience of working with the public Personal Attributes: • Friendly • Team player • Empathetic • Smart in appearance • Professional approach • Organised	Qualifications: • Educated to GCSE or equivalent level • NVQ 2 in nursing practice • The Care Certificate Knowledge and Skills: • Customer service experience • Ability to multitask • Basic life support skills • Experience of EPIC IT System Experience: • Previous Outpatients experience • Previous NHS experience • Previous experience of taking patients vital signs and observations
Other Requirements: • Reliable and flexible approach to work • Car driver and access to a vehicle would be an advantage	