

Job Description

Job Title:	Healthcare Assistant
Reports to (job title):	Advanced Nurse Practitioner / Nurse Manager
Line Manager to:	N/A

Introduction

You will be an active member of the Contraception & Sexual Health service and the wider multidisciplinary team. You will provide high quality care and support to clients and carers meeting their physical, psychological and social needs. Taking a health promotional approach, you will work to your job description and support medical and nursing staff within the clinic environment. You will carry this out with the support and supervision of senior members of the team.

HCRG Care Group - Cheshire West and Chester Integrated Sexual Health

We change lives by transforming health and care.

Established in 2006, we are one of the UK's leading independent providers of community health and care services, working with health and care commissioners and communities to transform services with a focus on experience, efficiency, and improved outcomes. We deliver and transform adult and children community health services, primary care services including urgent care, sexual health, dermatology, and musculoskeletal services as well as adult social care and wellbeing services.

From around 500 locations across England, we support communities of many millions and directly help more than half a million people each year.

Cheshire West and Chester Integrated Sexual Health Service provides free and confidential NHS sexual health services in the Cheshire West and Chester local authority area, including Winsford, Blacon and Ellesmere Port. Our services provide free information and advice on all types of contraception, STI testing and treatment and also HIV clinical care. We are a "Level 3" integrated contraception and sexual health (ICASH) service, combining the medical specialties of Genitourinary Medicine (GUM) and Community Sexual and Reproductive Health (cSRH). Our service is confidential, non-judgemental and for people of all ages, genders, and orientations.

Our vision is to empower all people living in Cheshire West and Chester to enjoy positive sexual health and wellbeing.

Integrated Sexual Health Services provide a range of interventions that enable people to experience healthy sexual relationships.

We require a prevention focussed integrated sexual health service that meets the needs of the local population within the borough and minimises the need for residents to travel out of the area; a service that will continually improve education, prevention, testing, treatment, and support services in response to a changing environment of sexual health and relationship needs.

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The service will improve sexual health by delivering a range of interventions across the life course; with a focused direction of travel towards prevention, building resilience and self-esteem, along with consistently promoting healthy choices. The service will provide open and easy access, cost-effective, high-quality provision for contraception and prevention, diagnosis, and management of sexually transmitted infections (including HIV), according to evidence-based protocols.

Key Accountabilities and Duties

Training and development

- All Healthcare Assistants will take part in an induction programme at the beginning of their employment
- The opportunity will be provided to develop your role through yearly Individual Performance Development Reviews
- To attend essential core training as specified by Chester Community Health Services for example manual handling, basic life support
- To develop skills in, for example phlebotomy, manual handling
- Participate in student training programmes/mentorship and preceptorship when requested

Clinical Duties

- Perform designated high quality nursing tasks for clients in the clinic environment and support medical and nursing staff as required. Performance of clinical skills will be dependent on the competence and confidence of the individual
- Report all matters pertinent to a clients' condition and circumstances, including any changes, to relevant members of the Contraception & Sexual Health team
- Assist in specialist appointment clinic sessions as directed by qualified members of the team, for example IUD/IUS insertions, implant insertions and implant removals.
- Participate in asymptomatic screening clinics ensuring appropriate advice is given and advice is sort from colleagues as required. Refer patients to Nursing or doctor colleagues when required
- Undertake Microscopy, sharing results with appropriate colleagues and seeking advice when needed
- To ensure that health promotional materials are available within the Contraception & Sexual Health clinics
- Maintain stock levels and ensure stock rotation and stock checks are carried out
- Assist clients as required within the clinics maintaining their privacy and dignity at all times. Advising on the principles of a healthy lifestyle, advising on the promotion of health and prevention of ill health, particularly relating to their sexual health
- Carry out skills, referring at all times to OCHS policies, protocols and guidelines

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Confidentiality and Record Keeping

- To maintain accurate patient care records in accordance with the Nursing and Midwifery Council's Guidelines for Records and Record Keeping
- To ensure that any statistics required by OCHS are completed and timely, this includes mileage, extra duty forms and daily diary as indicated within your role
- To report any accidents or untoward incidents involving patients, staff or self and provide written evidence as required by OCHS policy

Additional Responsibilities

- Arrange annual leave in conjunction with colleagues in the team
- Make a positive effort to maintain personal safety and that of others by taking reasonable care by following recognised codes of practice. Being aware of and complying with OCHS's policies on health and safety and the Lone Worker
- Participate in OCHS's clinical governance agenda through involvement in audit and benchmarking (Essence of Care) to ensure that all patients receive evidence based practice

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.

Care	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• 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.

Information governance responsibilities

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

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- 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 Professional

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 & 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 & 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 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.

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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.

Medicines Management Responsibility

Nursing or 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.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given 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.

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Personal Specification

Number		Essential	Desirable
1.1	Excellent communication skills, verbal and written	✓	
1.2	Excellent patient communication	✓	
1.3	Care Certificate	✓	
1.4	Venepuncture trained	✓	
1.5	Performed and/or has knowledge of microscopy		✓