

Job Title:	Outpatient Healthcare Assistant
Reports to (job title):	Outpatient Sister / Outpatient Matron
Line Manager to:	

## Job description

- Providing a key contribution to the effective day-to-day activity associated with running multiple outpatients' clinics
- Good organisational strengths and the ability to multi task are required to complement the friendly Farnham team
- To provide high quality patient care under the guidance of qualified nurses and clinicians providing a client focused patient journey
- To assist with administrative and non-nursing duties at the discretion of the OPD Manager
- The post holder will provide an efficient service to ensure smooth operation of the Outpatient department.
- The fostering of team working skills with the Outpatients Reception Team is implicit to the role

**Base: Outpatient Department**

**Farnham Hospital**

**Hale Road, Farnham, GU9 9QL**

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## 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: -

### Communication / Relationship Skills

- To effectively communicate within the nursing and multidisciplinary team
- Use of electronic patient record system
- 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 respect and dignity
- To report any changes in the patients' condition and situation as appropriate and update the nurse in charge of actions or advice given

### Personal and People development

- Ensuring compliance with all statutory and mandatory training
- Share learning/knowledge and instruct less experienced or new staff and apply all training to working practice
- Value own and colleague's contributions to the team
- To support the qualified nurse in the daily allocation and planning of work and to comply with the allocation

### Health and Safety

- Facilitate a clean OPD environment meeting current standards in infection control
- Responsible for the escalation of any unresolved risks to the OPD Matron/ Sister/ Charge Nurse
- Use equipment appropriately according to training, instruction, or relevant competencies
- Use stock control and rotation to avoid wastage and exercise a personal duty of care in relation to equipment and resources

### OUTLINE OF PROVISIONAL JOB SCHEDULE:

The post is part-time (24 hours) and includes flexible working of hours

Working hours are from 08.00 – 18.00 Monday to Friday.

### 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.

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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

- 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 individuals 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 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

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- 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 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 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 within 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.

## PERSON SPECIFICATION

Essential	Desirable
<p><b>QUALIFICATIONS</b> A good general level of literacy and numeracy. Basic keyboard skills</p> <p><b>KNOWLEDGE &amp; SKILLS</b> Ability to form sound relationships within the wider team Good communication skills Be able to prioritise workloads Ability to respect confidentiality</p> <p><b>EXPERIENCE</b> Experience of working with the general public</p> <p><b>PERSONAL ATTRIBUTES</b> Friendly and empathetic Smart appearance Professional approach Flexibility and a willingness to work as part of a team</p>	<p>Educated to GCSE or equivalent level</p> <p>NVQ 2 in nursing practice</p> <p>Customer Service Experience Ability to multi-task</p> <p>Previous Outpatient experience Previous NHS experience</p> <p>Previous Team roles</p>
<p><b>OTHER REQUIREMENTS:</b> Reliable and flexible approach to work Able to respect confidentiality Car driver and access to a vehicle would be an advantage</p>	

Employee Signature

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Manager Signature

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