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| Job Title: | Health Care Assistant (HCA) |
| Reports to (job title): | Nurse Manager - ISHS |
| Line Manager to: |  |
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## Job purpose

To work as a valuable member of the HCA team to provide support to the clinical teams working within ISHS. The post holder will be expected to be flexible to involve some Community work and some evening and weekend work.

## Key responsibilities

* Work as an effective team member
* To work flexibly and be supportive within the Integrated Model of Sexual Health Services and actively get involved and encourage Patient and Public Involvement as a fundamental part of this process.
* To carry out tasks supporting direct care of patients attending ISHS which includes screening and treatment of Sexually Transmitted Infections (STI’s) and Human Immunodeficiency Virus (HIV) and other related genital conditions and assisting Clinicians with the provision of Contraception both within City of Coventry Health Centre “hub” and in our community based “spoke” clinics.
* Work as an effective team member of ISHS to provide patients with a high standard of care.
* To provide opportunistic brief interventions and positive health promotion messages to patients attending the Department Work flexibly to include some evenings and weekends.
* Communicate both electronically, verbally and face to face with both patients and colleagues
* Be able to communicate to senior colleagues any issues that may need to be addressed
* Be able to communicate effectively with patients and colleagues, demonstrating a non-judgemental, sympathetic approach towards all clients, respecting their dignity and lifestyle choices
* To develop and maintain open and robust communication links with a range of professionals, patients and carers regarding issues related to the service
* To demonstrate a clear understanding of confidentiality and data protection for both patients and colleagues in line with Coventry and Warwickshire Clinical Lead Nurse, having completed mandatory information governance training
* Utilise SMS text messaging service as required to deliver negative test results to patients
* To provide signposting and partner agency information to service users
* Attend team meetings as appropriate and proactively offers solutions to any issues which may adversely affect the smooth running of services
* To promote sexual health services available in Coventry
* To be able to reassure patients and provide them with written information inline with their sexual health requirements.
* Will work under the direction of Senior Health Care Assistant/ Nurse Managers/Clinical Lead Nurse
* To demonstrate competency in use of the Telecare Electronic Patient Record (EPR) database, Microsoft Word, or other computer software programmes as appropriate (ECDL) to assist in the facilitation of service delivery.
* With support from senior colleagues, be able to identify by use of patient questioning, whether a young person attending the Department (below 16 years of age) meets the required level to be deemed Fraser Competent – by establishing whether they are competent to engage in decisions around their sexual health and are not exposed to any coercions or abuse and that they adhere to Safeguarding policy. In cases where the support worker is either unsure or has concerns that the young person does not meet the required level of competence, they will refer the patient to a senior colleague or Manager
* Follow procedures regarding specimen collection and storage
* Be guided by local and national policies, working in line with all Policies and procedures
* Facilitate a LEAN delivery of care to patients
* Will be subject to formal annual review by the Senior Health Care Assistant
* Will identify and promote best practice
* Will demonstrate innovation
* Planning and Organisational Skills
* Liaises with and takes guidance from the Band 3 Senior Health Care assistant in the planning and organising of the hub and spoke stock requirements and outreach arrangements.
* Prepare and deliver resources to spoke clinics
* Be flexible in accordance with the needs of the service including covering for colleagues’ absence
* To ensure preparation of resources for event working, incorporating specimen collection from site to base/laboratory as required, in line with infection control guidelines/policies and procedures
* Standard keyboard use (daily)
* Able to use a computer both as stand alone and as part of a networked system, and will be responsible for the quality of information
* To demonstrate appropriate handling & moving techniques in relation to movement of stock
* Able to undertake or be trained to phlebotomy
* To have/develop knowledge of sexually acquired infections, contraception methods and other sexually related issues to be able to provide a holistic and individualised patient care.
* Directly provide advice and reasons for screening investigations to patients
* To develop and maintain open and robust communication links with a range of professionals, patients and carers regarding issues relating to the service
* Ensure confidentiality, Fraser competence and interagency safeguarding procedures are followed
* To efficiently respond to patients’ telephone enquires and report to a Senior Colleague
* To report to a Senior colleague any conflicting resolution situation in which verbal/physical aggression may ensue
* To efficiently chaperone the clinical team to ensure intimate examination is carried out efficiently and with dignity
* To undertake clinical duties as appropriate to role e.g. fast track screening , phlebotomy
* Be able to understand the planned care for patients, preparation for examinations and assisting clinicians during examinations/procedures.
* Participate in departmental Patient and Public Involvement (PPI) and collate/feedback patient responses and satisfaction regarding venues to clinical and administration teams.
* As patient advocate, highlight to the clinician/senior team member any relevant issues in relation to the needs of service users, in order that they are reflected in future service planning and provision
* Be responsible for reporting all accidents and incidents involving patients, visitors or colleagues to the clinician/senior team member, participating and cooperating in the investigation of any complaints, accidents and incidents, completing relevant documentation in a timely manner
* To take part in an annual performance appraisal, where this job description will be reviewed, and objectives set
* To participate in education and training programmes of self and others to develop skills as part of a commitment to continuing education and the concept of lifelong learning.
* To comply with all relevant policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information
* The post holder is an ambassador for Coventry and Warwickshire Partnership
* To contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity
* The post holder must demonstrate that they support equality and diversity at all times and have awareness and adhere to specific requirements of the Sex and Discrimination Act 1976 (as amended), The Race Relation Act 1976 (as amended) The Disabled Persons (Employment) Act 1994 and 1998, The Disability Discrimination Act 1995.
* To ensure adequate clinical supplies for all clinical sessions both within thehub and at spoke clinics
* Liaise closely with all members of the ISHS team, providing peer support to colleagues
* Attend team and departmental meetings as appropriate and disseminate information in a motivated & proactive way
* To proactively assist in the development of PPI surveys & audits & act upon the results in conjunction with the wider clinical team and Clinical Audit department
* To act complicity with mandatory information governance arrangements in
* relation to patient identifiable information
* Ensure that clinical areas have appropriate information for patients to access.
* Participate in audit activity as necessary
* Periods of working on personal computer
* Able to lift and move general resources eg. Clinical supplies to appropriate destination
* Ensure stockroom is kept clean and tidy to ensure efficient use of stock
* Periods of concentration with potential frequent interruptions
* Responding to an unpredictable workload
* Entering correct patient information into EPR
* Checking documentation and encouraging patients to accept a sexual health screen
* Will be required to work with people with challenging behaviour on occasion
* Attempt to break down barriers based on lack of knowledge, or values and beliefs to encourage sexual health screening to be acceptable
* Be able to deal with patients and relatives who may be upset or distressed.
* Occasional exposure to patients who may demonstrate some emotional reactions which may rarely include some verbal aggression and a small potential risk of physical aggression
* There may be an occasional pre-planned requirement for work outside normal office hours, eg. in an unforeseen staffing emergency
* Will be required to chaperone Doctors in undertaking invasive investigations which will involve the support worker booking in samples from bodily fluids, which may rarely also involve exposure to offensive odours
* The post holder will be required to use a computer, either a stand alone or as
* part of a networked system and will be responsible for the quality of information.
* The amount of time spent on this type of work will depend on the job.
* Embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
* This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

**Safeguarding Children and Adults**

* All staff have a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards’ policies and procedures and inter-agency guidance as identified in the Safeguarding policies and procedures.

**Confidentiality**

* Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

**Data Protection Act**

* All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

**Infection Control**

* You are responsible for protecting yourself and other against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non- clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required

**Environmental Issues**

We are committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist in meeting environmental and sustainability targets.

## 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.

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| **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.

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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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
* 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.

## Personal Specification

Essential

* Education to GCSE level or equivalent
* Experience of working as a healthcare professional
* Demonstrates a sound knowledge of the role of the HCA
* Excellent communications skills
* Mature approach to Sexual Health issues when dealing with patients
* Polite & Courteous communication skills, either face to face or on the telephone
* Commitment to team working
* Ability to multi-task
* Able to work without direct Supervision
* Able to work alone or as part of a team
* Excellent communication skills
* Ability to plan, organise and prioritise own workload
* Able to co-ordinate a number of activities which may require the adjustment of plans
* Good social skills
* Attention to detail
* Commitment to the service
* Ability to take responsibility for own workload
* Ability to cope with emotionally challenging and distressing circumstances
* Responsive to change
* Demonstrates a high level of self awareness in relation to strengths & weaknesses, personal qualities and skills
* Demonstrates a positive attitude to attendance and time keeping
* Used to dealing with highly confidential patient & staff information
* Satisfactory computer keyboard skills
* Sufficiently flexible to accommodate late closing
* Demonstrates Continuing Professional Development.
* Post holder must hold a current UK driving license and have access to a car on a daily basis
* Must be flexible in regard to evenings and weekends in accordance to the needs of the service.
* Willing to undertake DBS check at Enhanced level

**This role involves travel and so a UK driving license and access to a vehicle are essential for this role**

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| Employee signature |
| Manager signature |