

Job Title:	Healthcare Assistant (HCA)
Reports to (job title):	Nurse Lead – Church Lane Surgery / Service Manager
Line Manager to:	N/A

## Job purpose

To provide Health Care Assistant (HCA) services to the practice population(s). Supported by the nursing team within the practice, the Health Care Assistant (HCA) will deliver care within the boundaries of their role and in accordance with specific practice guidelines and protocols. Responsible for the care delivered, demonstrating critical thinking and skills in clinical decision making within the parameters of their qualifications and role requirements. They will focus upon supporting patients to be healthy by assessing their needs, providing HCA care, health education advice, screening activities, implementing care at the surgery, community, or other settings, maintaining clinically accurate records, and running clinics. They will work collaboratively with the general practice team to meet the needs of patients and support the delivery of policy and procedures and providing HCA guidance as required.

## Base

Are you are a caring, compassionate and committed Healthcare Assistant looking for an exciting role within a well-established GP Service. Which Offers interesting and varied patient caseloads, and a fantastic work-life balance.

The role is based at St Luke's Health Centre working with a large, friendly, and professional practice team to lead and provide high quality services to the 6800 patients. The clinical system is system one. Opening hours are Monday 08.00 - 18.30 to Friday – 0800-1830.

St Luke's Health Centre is based in Southend-on-sea, Essex. We believe that general practice can be a fun and supportive environment for Healthcare Assistant, and we ensure this through highly developed systems and processes, and support from GP's and allied healthcare professionals, such as our pharmacists and ANP's.

## This post is responsible for

The post holder will make professionally decisions, providing safe, evidence-based, cost-effective, individualised patient care.

Strive to improve standards of care and be involved in identifying practice population needs.

## 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 Practice

- Health Checks - Blood Pressure, Height, Weight, BMI
- NHS Health Checks including referrals
- Referrals to health trainers and other community based services
- Health and Well-being -Assess, plan, develop, implement and evaluate programmes to promote health and well-being, and prevent adverse effects on health and well-being
- Support patients to adopt health promotion strategies and encourage principles of self-care
- Offer holistic service to patients and their families, developing where appropriate an on-going plan of care/support, with an emphasis on prevention and self-care
- Weight Management & Advice
- Minor Surgery - Assist GP in providing minor-surgery sessions, coil fits and implanon fittings
- Chronic Disease management - Undertake appropriate investigation, clinical observations and interventions following agreed guidelines for patients with chronic diseases CHD, Diabetes and Hypertension.
- Emergency Care - Prioritise health problems and intervene appropriately to assist the patient in complex, urgent or emergency situations, including initiation of effective emergency care.
- Wound Management - Removal of stiches and clips
- Meet the needs of patients presenting for wound care and use dressing formulary
- Mental health, adult and child safeguarding - Recognise patients presenting with mental health needs in accordance with the National Framework (NSF) for Mental Health. Raise relevant information with the Doc of the Day (GP).
- Recognise adult and child safeguarding situations and act appropriately.
- Long Term Conditions - Delivery of specialist clinics, evidence-based practice for patients with long-term conditions, management and preventative HCA interventions to all patients.
- Vaccination programmes - Provide vaccination and immunisation programmes for Adults
- Patient Profile Activities - Review patient data to work with the nursing team, to achieve focused patient healthcare
- Active participation in achieving QOF and Enhanced Services targets and recall demands
- HCA Team leadership -To maintain mandatory training and remain current in practice
- Support and encourage development of other HCA's within GPS Healthcare
- Attend Practice and HCRG Care Group Nurse Team meetings
- Liaise with Operational Support Team for Recalls, QOF and Enhanced Services inclusive of NHS Healthchecks
- Liaise with Operations team regarding new services that HCA's can be involved with and how this may be implemented

- To have regular communications with the AHP Clinical Lead and the Lead Nurse

## **Contribution to the implementation of Services**

- Apply national, local and practice policies, standards and guidance
- Discuss with team members how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

## **Deliver a quality service**

The post-holder will strive to maintain quality within the Practice, and will:

- Effectively manage own time, workload and resources
- Reflect on own and team activities to identify risks, enhance performance and improve quality of patient care
- Work within own competence
- Produce accurate, specific and complete records of patient consultation
- Deliver care according to the NSF and the NICE guidelines and evidence based care.
- Understand and apply statutory procedure and local guidance regarding the identification of vulnerable adults and children, domestic violence, substance abuse and addictive behaviour

## **Communication**

The post-holder should recognise the importance of effective communication and will strive to:

- Communicate effectively with patients and carers to ensure they are fully informed and consent to treatment • Utilise effective communication skills to support patients
- Provide support, guidance and information in a format that meets the needs of the patients
- Communicate effectively with other team members and external stakeholders
- Act as an advocate when representing the patients and colleagues viewpoints to others
- Fully participate with team meetings, team activities and delivering the nursing agenda

## **Personal and Team Development**

The post-holder will participate in any mandatory and statutory training programme implemented by the Practice as part of this employment. Actively participating in ongoing learning and development to include:

- An annual individual performance review, including taking responsibility for maintaining a record of own personal and / or professional development
- Taking responsibility for own development, learning and performance
- Understand own responsibilities and accountability in the delivery of HCA services to patients
- Disseminate learning and information to other team members in order to share good practice
- Provide educational role to patients , carers, families and colleagues to facilitate learning

**This job description is not exhaustive and may be amended from time to time as the employer and employee review at appraisal.**

## Benefits & Prospective Working Patterns

- Two Permanent positions 12 and 15 hours per week permanent
- Competitive package negotiable according to experience with indemnity paid & Aviva Pension
- Full medical indemnity fees covered
- 6.6 weeks annual leave and support study
- Confidential Employee wellbeing service for you

## 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
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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 , 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
- 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

- Minimum of 1 yrs recent primary and / or community health care assistant experience
- Knowledge of local and national promotion strategies, health policies and public health issues
- Knowledge of patient group directions and associated policy
- Knowledge of clinical governance issues in primary care
- To develop relationships with internal and external stakeholders
- To work as a positive and supportive team member
- Knowledge of needs of patients with long-term conditions
- Excellent communication and interpersonal skills
- Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports
- Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face

### Desirable

- Knowledge of EMIS Web and Adatastra Clinical Systems
- Good standard of general education

### Other requirements:

- Disclosure Barring Service (DBS) check
- Able to work flexible hours including a reasonable number of weekends and evening shifts.

Employee signature

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Manager signature

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