

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

## Job purpose

The job purpose of a Sexual Healthcare Assistant (SHCA) is to provide support and assistance to the Sexual Health hub in delivering services to patients. This includes conducting non-invasive clinical tasks such as taking patient histories, collecting and processing samples, and providing information and advice on sexual health issues.

SHCAs also play a key role in maintaining patient confidentiality, ensuring a safe and respectful environment, and supporting patients in accessing appropriate care and treatment. Overall, the job purpose for this role is to contribute to the delivery of high-quality sexual health services that meet the needs of patients and promote their sexual well-being.

The post holder will be expected to travel to various locations across the service and have access to transport.

## Key responsibilities

Following completion of any relevant training, completion of competencies, and with support the post holder will be able to;

- Follow all policies and protocols pertaining to role, reporting any concerns or issues to lead nurses/administration manager.
- Provide first point of contact to patients assessed as requiring asymptomatic screening management
- Undertake necessary tests including phlebotomy, urinalysis and instruction to patients regarding self-testing for STI's and long-term conditions such as HIV (where required) Be willing to undergo further training that will enhance service delivery and improve outcomes for patients
- Assist with the correct collection and recording of specimens
- Undertake microscopy following approved training to support the management of clinical symptoms and report finding to the clinician responsible for care.
- Offer advice and education to patients regarding safe sex practices and offer information regarding further help and advice
- Perform condom demonstration to clients and understand the importance of education

- Perform pregnancy testing and urinalysis following instruction from Clinical colleagues
- Assist Clinical staff as necessary including recording of blood pressure, height, weight and BMI.
- Undertake chaperone training and be able to offer proactive chaperone skills with positive outcome for patients and colleagues
- Assist clinical colleagues with procedures e.g. contraceptive implant, intrauterine contraceptive device (IUD - also known as a coil) fittings, including organisation of equipment both pre and post procedure
- Offer support to patients as necessary, report any concerns to clinical colleagues
- Ensure all patient groups accessing the Sexual Health Hub receive a safe, friendly, non-judgmental and confidential service.
- Work within safeguarding framework and report any concerns or issues as per local standard operating procedure (SOP) and/or national policy
- Be aware of the risk of child sexual exploitation and female genital mutilation and refer as per policies and have an awareness of the spotting the signs assessments and Frazer competencies
- Assess all clients for concerns re domestic abuse and advise as per policies
- Take part in clinical supervision as per policy
- Ensure all clinical areas are fully equipped and fit for purpose including:
  - Cleaning of clinical areas as per Infection, Prevention and Control (IPC) policy
  - Replenishing of stock in all areas, including instruments, screening tools, paperwork and information
  - Monitoring of IPC through completion of audit templates on a daily basis and reporting any issues to nurse/administrator in charge
  - Ensure disposal of equipment including sharp bins and clinical bags as per protocol
- Ensure supply of condoms as per local requirements are readily available for distribution in all clinical and reception areas, making note of expiry date and batch numbers for ease of recording
- Ensure all specimens are logged as per protocol and available for collection by the pathology supplier.
- Review and record those under 18 who did not attend the service and inform the lead nurse for further management
- Record fridge temperatures, maximum and minimum recordings as per protocol, complete check list and inform lead nurse /administration manager of any discrepancies
- Ensure emergency trolley and equipment are fit for purpose and ready for use, complete check list and report discrepancies as above.
- Be involved in equipment oversight and monitoring.
- Record incubator temperatures as per protocol, complete check list and inform lead nurse /administration manager of any discrepancies

- Record stock room temperature as per protocol, complete check list and inform lead nurse /administration manager of any discrepancies
- Record oxygen depletion monitor recordings as per guidance, report as above.
- Assist with the management of medicines held within the area including;
  - Completion of weekly drug check in accordance with SOP and report any discrepancies to lead nurse/administration manager
  - Ensure drug sheets are available for recording and old records archived as per protocol
  - Ensure rotation of drugs to ensure expiry dates are identifiable and used in order of expiry
  - Recognise any low stock and inform lead nurse / administration manager for ordering
  - Following SOP ensure all drugs/supplies delivered to the area are recorded and put in secure storage without delay
  - Follow all medicine management SOP for safe use and storage of drugs including cold chain storage
- Assist with management of results as per protocol and under the instruction of lead nurse /administration manager, including correct input into electronic system
- Ensure on a weekly basis that all results have been received from the lab and inform the lead nurse/administration manager as necessary whilst contacting the lab for clarification
- Assist with chlamydia screening within clinical areas and outreach venues as per service outcomes
- Support effective non-complex Partner Notification for contacts of STI's
- Assist with clinics located within outreach venues and spoke sites in the delivery of sexual healthcare to patients

## 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

- Inspire

### Think

- Challenge

### Do

- Accountability

- Understand
- Communicate

- Improve
- Learn

- 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 , 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

#### Education/Qualifications

- Qualified NVQ level 2 in Health & Social Care

## **Skills/Abilities**

- Effective communication ability, particularly with patients and their relatives/carers
- Able to communicate effectively with patients, relatives and multi-disciplinary team
- Able to provide individualised care and empathy
- Able to demonstrate knowledge of equality and diversity
- Able to demonstrate an awareness of the important of confidentiality / privacy and dignity
- Able to plan and prioritise own workload

## **Experience/Knowledge**

- Recent experience of working in a patient setting or customer-facing

## **Personal Attributes/Other Qualities**

- Ability to adjust to pressures of the job in a changing environment
- Flexible and adaptable to change
- Demonstrates attention to detail
- Trustworthy, patient and empathetic
- Must be flexible in regard to evenings and weekends in accordance to the needs of the service including clinic outreach and spoke venues.

## **Desirable**

- Care Certificate
- Previous experience within a sexual health service

## **Other requirements:**

Post holder must hold a current UK driving license and have access to a car on a daily basis for transportation to clinic bases, spoke sites and other travel where appropriate.

# Job Description

Employee signature

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Manager signature

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