

Job Description

Post title:	Health Care Assistant
Reports to:	Lead Nurse/Practice Manager

Job summary:

To assist with patient duties as required and support other team members.
 To assist the NP/PN and/or Registered Manager with duties related to CQC outcomes, ensuring compliance is maintained.
 The post holder will work under the supervision of a named Clinical or Nurse Lead, providing patient care.

Principal accountabilities:

Undertake and record the following tasks (not exhaustive list):

Clinical procedures

- Height
- Weight – Body Mass Index (BMI)
- Waist circumference
- Blood Pressure
- Pulse
- Temperature
- Blood Glucose Monitoring
- Venipuncture
- ECG's
- Respiration rates
- Peak Flow Rates
- Urinalysis
- Simple Wound Care
- Helicobacter testing
- Removal of sutures and clips
- Smoking cessation
- Health promotion
- NHS health checks.
- New Patient Health Checks
- Administration of flu/pneumococcal vaccines under Patient Specific Direction (PSD)
- Administration of Vitamin B12 injections under PSD
- Spirometry/ reversibility under PSD
- Anti-coagulation monitoring (if additional training has been undertaken)
- Ear irrigation (if additional training has been undertaken)

- Chronic disease Management as applicable
- Be aware of and undertake Enhanced Services, as appropriate
- Assisting with Minor Ops
- Assisting in emergency management of patients, where required
- Recognise changes and abnormalities in patient's conditions and act accordingly

Administrative procedures

- New Patient Registrations
- Give appropriate leaflets where required.
- Stock Control and Ordering
- Fridge Temperature Recoding
- Check all emergency equipment and drugs as per CQC recommendations ensuring records are up to date.
- Follow infection control guidelines.
- Smoking cessation paperwork
- To act as a chaperone where appropriate
- Maintain own clinical notes.
- Maintain confidentiality.
- Summarising medical records
- Recall systems for clinics
- Undertake other administrative duties where required.
- Proactively review systems and make suggesting for ongoing development.
- Undertake Care Certificate – if not already achieved

Person specification

- An understanding of confidentiality is required and the ability to use own judgment
- The post holder must be an excellent communicator in both spoken and written.
- The post holder must be well presented and wear a uniform in line with Operose Health requirements.
- Must be able to relay clinical information clearly.
- Must have PC skills – ideally will be able to use basic Word, Excel and e-mail.
- Must be comfortable with following processes/procedures.
- Should be personable, polite, and patient. Needs to have an empathy with patients, some of whom may not be so patient or polite due to anxiety.
- Ability to remain calm in sometimes fraught circumstances.
- Needs to be sensitive when dealing with confidential issues
- Needs to apply common sense when dealing with situations which do not fit the norm.
- Must be adaptable and comfortable dealing with changing priorities and be a team player.
- Must be able to assess their own competency.

- Must be aware of the professional boundaries they are working to and highlight any areas of required development.

Infection control

All staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems regarding this to their line manager.

Operose Health is an equal opportunities employer that is committed to diversity and values the ways in which we are different. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, disability or other characteristic protected by applicable law. This job description is a guide to the work that you will initially be required to undertake. It may be changed from time to time, in consultation with you, to meet changing circumstances. It does not form part of your contract of employment.