

Job Title:	Health Care Assistant- Sexual Health
Reports to (job title):	Lead Nurse / Service Manager
Line Manager to:	N/A

Job purpose

The post holder is expected to assist and work alongside Clinical Staff including Nurses and Doctors, members of the wider multidisciplinary team, including administration staff and managers, in order to meet the needs of the service and service users. The post holder is expected to work within their scope of ability, authority and responsibility.

As this is a Teesside-wide service the post holder will be expected to travel to various locations across the localities.

Key responsibilities

This post is responsible for

Clinical

Following completion of any relevant training, completion of competencies, and with support it is expected that 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 clients regarding self- testing for STI
- Assist with the correct collection and recording of specimens
- 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 following instruction from Clinical staff
- 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 clients and staff
- Assist clinical staff with procedures e.g. implant, IUCD fittings as necessary, including organisation of equipment both pre and post procedure
- Offer support to clients as necessary, report any concerns to clinical staff

- Ensure all client groups accessing the integrated sexual health service receive a safe, friendly, non-judgmental and confidential service.
- Work within safeguarding framework and report any concerns or issues as per protocol
- Be aware of risk of child sexual exploitation and female genital mutilation and refer as per protocol
- Assess all clients for concerns re domestic abuse and advise as per protocol
- Take part in Clinical Supervision as per policy

In addition to be able to support the safe and effective delivery of care
The post holder will be expected to on a daily basis;

- Ensure all clinical areas are fully equipped and fit for purpose including;
 - Cleaning of clinical areas as per IPC policy
 - Replenishing of stock in all areas , including instruments , screening tools, paper work and information
 - monitoring of infection control 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 protocol 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.
- 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.

Duties as necessary and or requested.

- Assist with the management of medicines held within the area including;
- Completion of weekly drug check in accordance with SOP
- 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 both within clinical areas and outreach venues as per instruction from the management team
- With training support effective Partner Notification to ensure contact(s) attendance and treatment of Index (patient), as detailed in Partner Notification Policy under the direction of lead nurse
- Assist with clinics /sessions in outreach venues under the instruction from the Clinical Outreach team
- Be willing to undergo any further training that will enhance service delivery and aid improved outcomes for our service users.

Education

The Post holder will be expected to ;

- Contribute to and attend relevant training sessions, and professional updates and participate in the Service's employee review system in order to identify and agree own training and development needs.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Complete all mandatory training as per Virgincare protocols within stated timescales.

Communication

The post holder will be expected to ;

- Maintain all client records, including electronic records in accordance with service policies, protocols, and the record keeping guidelines for HCA
- Ensure the smooth running of clinics through effective organisation of the session/clinic, informing identified Lead Nurse of any anticipated staffing issues.
- Provide clinic cover within the integrated SRH service as required.
- Ensure that accurate data is entered into all data collection systems, manual or electronic.
- Report non-compliance with the Data Quality Policy, erroneous production of data and any factors affecting the production of valid data to the Service Manager.

Working relationships

The post holder will be expected to ;

- Foster good working relationships within the multidisciplinary team incorporating the Organisations values
- Promote effective communication channels within Sexual Health Teesside

- Improve service user experience by actively participating in promoting any service user satisfaction surveys

Generic Duties

- Promote people's equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of minority groups.
- To ensure confidentiality at all times.
- To be familiar with and to comply with policies and procedures, which are available in each department.
- To adhere to the organisation's infection control policy.
- Undertake audit as per direction from designated lead nurse/Clinical Manager
- To promote a risk management culture within your working environment and ensuring participation and involvement of all staff, in line with the organisation's risk management strategy and policies.
- To identify potential risks that may impact on the organisation's ability to achieve its objectives, including details of risk likelihood, severity and impact, and record these details in the appropriate system.
- Health & Safety is the responsibility of all staff and the post holder is required to take due care at work, report any accidents or untoward occurrences and comply with the organisational Health & Safety Policy in order that it can fulfill its Health and Safety responsibilities.
- To ensure that patients, clients and members of the public are consulted and involved in decisions about local health service developments. You should be mindful of this and do what you can, as appropriate to your role and level of responsibility, to meet this duty.
- To be aware of internal and external targets to achieve in respect of service delivery and improving and progressing patient care and contribute and work to achieve them.

This job description is a general outline of the role and responsibilities. In order to meet the needs of the service you may be asked to undertake further/other duties and/or responsibilities consistent with your role e.g. Infection Control champion, , first aid at work champion , health and safety champion, flexible working, project involvement, internal rotation and absence cover at short notice.

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
- 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 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

- Qualified in Phlebotomy
- GCSE A-C in English and Maths
- Ability to work in a team

Desirable

- Qualified NVQ level 2 in Health & Social Care

Employee signature

Manager signature
