



JOB DESCRIPTION

Job Title:	Healthcare Assistant - HCA
Responsible to:	PCN Manager and PCN Clinical Director
Hours:	37.5 hours per week Monday – Saturday
Salary:	Band 3 - DOE
Location:	Worcester City Primary Care Network

Job summary:

HCA will work collaboratively with the practices within Worcester Primary Care Network. Working under the supervision and closely with the clinical team and strictly in accordance with specific practice guidelines and protocols, the healthcare assistant will assist the practice clinical team in the provision of patient care in the community and within the PCN.

Duties and responsibilities:

- Phlebotomy
- Immunisations
- Chaperoning duties
- Processing and management of laboratory samples requested by GPs/nurses
- Sterilising, cleansing and maintenance of surgical equipment
- Surgical equipment and vaccine re-stocking and stock rotation
- Preparing and maintaining environments and equipment before, during and after patient care interventions
- Assisting in the assessment and surveillance of patients' health and well-being
- Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual
- Helping to raise awareness of health and well-being and how it can be promoted
- Assisting with the collection and collation of data on needs related to health and well-being
- Carry out INR monitoring
- Carry out ECGs for patients as per GP and Nurse instructions
- 24 hours and home BP set up
- Wound check & suture removal
- Diabetic foot checks
- Spirometry





Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and *procedures* relating to confidentiality and the protection of *personal* and sensitive data

Health & Safety:

The post-holder will implement and lead on a full range of promotion and management of their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Responsible for the correct and safe management of the specimen process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
- Management and maintenance of Personal Protective Equipment (PPE) for the practice including *provision*, ordering, availability and *ongoing correct usage* by staff
- Responsible for hand hygiene across the practice
- Ownership of infection control and clinically based patient care protocols, and implementation of those protocols across the practice
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc. are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
- Safe management of sharps procedures including training, use, storage and disposal
- Using appropriate infection control (procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised





- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training (minimum twice annually)

- Routine management of own team / team areas, and maintenance of work space standards
- Waste management including collection, handling, segregation, container management, storage and collection
- Spillage control procedures, management and training
- Decontamination control procedures, management and training, and equipment maintenance
- Maintenance of sterile environments

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include.

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in 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 and demonstrating skills and activities to others who are undertaking similar work

Quality:

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

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patient needs
- Effectively manage own time, workload and resources





Communication:

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly **Contribution** to the Implementation of **Services**:

The post-holder will:

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

Location

You will be based at Worcester City PCN and elsewhere as reasonably required.

Should we experience a high level of interest in the post; the vacancy will expire early.

If you do not hear within 4 weeks of the closing date, you may presume that you have not been shortlisted on this occasion.





Person Specification

Qualifications:
<i>Essential:</i>
<ul style="list-style-type: none">• NVQ Level 3 or equivalent qualification in Health and Social Care.• Certificate in Phlebotomy.• Basic Life Support certification.
<i>Desirable:</i>
<ul style="list-style-type: none">• Additional certification in immunisations.• Training in ECGs and INR monitoring.• Spirometry certification.
Experience:
<i>Essential:</i>
<ul style="list-style-type: none">• Demonstrable experience in phlebotomy.• Prior experience in assisting with immunisations.• Experience in providing chaperoning duties.• Proficient in the processing and management of laboratory samples.• Familiarity with sterilisation, cleansing, and maintenance of surgical equipment.• Experience in wound checks and suture removal.
<i>Desirable:</i>
<ul style="list-style-type: none">• Previous experience in a primary care setting.• Experience in diabetic foot checks.• Knowledge of 24-hour and home blood pressure monitoring.
Skills and Knowledge:
<i>Essential:</i>
<ul style="list-style-type: none">• Strong understanding and adherence to confidentiality protocols.• Proficient in health and safety procedures, including infection control.• Excellent communication skills, both verbal and written.• Ability to work collaboratively within a clinical team.• Competence in managing personal and team workload effectively.• Awareness of equality and diversity principles.• Commitment to personal and professional development.• Capability to maintain high-quality standards in patient care.• Proficiency in communication with patients and carers.
<i>Desirable:</i>
<ul style="list-style-type: none">• Familiarity with waste management procedures.• Experience in spillage control and decontamination procedures.• Understanding of equality and diversity legislation.• Participation in audit activities.• Ability to adapt communication methods according to individual needs.





This person specification outlines the essential and desirable qualifications, experience, skills, and knowledge required for the Healthcare Assistant role within the Worcester Primary Care Network. Candidates meeting these criteria will be considered for the position based on their ability to fulfil the duties and responsibilities outlined in the job description.

