

JOB DESCRIPTION

JOB TITLE: Health Care Assistant (NVQ level II or III or working towards)

RESPONSIBLE TO: Lead Nurse
(Accountable to a registered practitioner when on duty)

LOCATION(S): Charlotte Keel Medical Practice with potential to cover at other BrisDoc sites across Bristol, North Somerset and South Gloucestershire (BNSSSG)

Job Context

'BrisDoc currently operates the following services: (1) Daytime GP Practices;

- Bishopston Medical Practice - surgery has a registered list of more than 10,200 patients,
- Broadmead Medical Centre - surgery providing care for 8500 regular patients which also has a walk in centre,
- Charlotte Keel Practice - serves more than 17,000 patients,
- Northville Family Practice - providing care for 5,000 registered patients,
- The Bristol Homeless Health Service;

(2) An Out of Hours GP service within Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices;

(3) Acute GP Team in Southmead Hospital and the Bristol Royal Infirmary which helps avoid hospital admissions for patients.

This position is based at Charlotte Keel Medical Practice providing care for patients who contact the surgery requesting to be seen. The Practice is at the vibrant & colourful heart of Bristol's inner city, serving a population from all corners of the world and from all walks of life, and passionately believes in responding to all of our patients' cultural & social agendas.

Job Summary

The postholder will work as a member of the Health Care Team expected to undertake a broad range of activities to meet the needs of patients under direct/indirect supervision of other clinicians on duty.

The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive. At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Main duties and responsibilities:

The post holder will be responsible for:

Clinical

- To provide high quality patient care
- To work as a supervised member of the health care team, performing delegated nursing duties, including (and not necessarily all), but not limited to:
 - Venepuncture
 - ECGs
 - Flu, pneumococcal and shingles vaccinations and B12 injections
 - Monitoring of vital signs including Respiration Rate, Temperature, Pulse Rate, Blood Pressure, Oxygen Saturation, Weight and Height
 - Blood Glucose testing using glucometer
 - Urine testing and analysis
 - Obtain specimens as requested
 - Wound care
 - Weight management
 - Exercise referral
 - Long Term Condition checks, for example, hypertension checks
 - NHS Health Check
 - New Patient Health checks
 - Spirometry
 - Smoking cessation
 - Health promotion
 - Equipment calibration
 - Equipment monitoring, for example, vaccine fridge temperature monitoring
- Provide appropriate information, advice and support to patients face to face and via the telephone.
- Respond to medical emergencies, incidents and accidents, as directed and as competent to do so following up to date training in Basic Life Support.
- To support the GP / Nurse by fulfilling a chaperone role
- To ensure that all appropriate equipment is regularly checked and calibrated
- Report defective equipment
- Ensure that the care given meets the requirements of local and national guidelines, policies and standards including the Quality Outcome Framework (QoF)
- Participate in team discussions to ensure “best practice”
- Promote & participate in maintaining a safe comfortable & therapeutic environment.
- Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting of any potential risks identified, including:
 - hand washing
 - universal hygiene procedures
 - collection and handling of laboratory specimens
 - segregation and disposal of waste materials
 - reporting and treatment of sharps injuries
 - dealing with blood and body fluid spillages
 - assist patients and colleagues in adopting sound infection control measures

Administration

- To maintain accurate and contemporaneous medical records using the EMIS web computer programme.
- To work as an effective team member and promote a multi-agency collaborative approach to health care.
- Maintain the established reporting documentation and communication system to ensure efficient evaluation and monitoring.
- Record and report all clinical incidents to the lead nurse using the appropriate incident reporting template.

Communication

- Establish and maintain effective working relationships with individuals and other health care partnerships.
- To communicate effectively using a variety of communications skills: verbal, & non-verbal, written and electronic, with a range of individuals and organisations within and external to BrisDoc and the NHS. Make all reasonable attempts to overcome any barriers to understanding that may occur, giving due consideration to ethnicity, language, educational ability, barriers caused by illness/distress etc. which may adversely affect communication
- Assess individual communication needs and understanding the need for informed consent.
- Working with interpreters [Bigword] for non English speaking patients.

Education, Training & Research

- To take responsibility for own professional development undertaking training for specific clinical tasks as directed by the lead nurse.
- Participate in clinical audit
- Participate in the development and implementation of standards and audit activities.
- Attend all mandatory training courses and the updates and any study days as appropriate to the post
- Attend performance and development reviews with your line manager.
- To wear BrisDoc uniform

Special Responsibilities

- Carry out Infection Control audits as required and requested. i.e handwash, environment, bare below the elbow, sharps

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general

public.

- Attend performance and development reviews with your line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 1998, the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- 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 BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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 recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's 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

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

Infection Prevention and Control

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

Safeguarding

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

Smoking

Smoking will not be tolerated inside any BrisDoc building and vehicle.

Environment

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Educated to GCSE standard (or equivalent) with grade C or above in English.	Essential	Application and Interview
NVQ Level II or III (or working towards) Health & Social Care	Desirable	Application and Interview
Evidence of completing Care Certificate (in line	Essential	Application and Interview



with Skills for Care and CQC requirements) or willingness to obtain within first 12 weeks of employment		
Evidence of continuing professional development	Essential	Application and Interview
Clait Award and/or ECDL or EITS	Desirable	Application and Interview
Experience of using EMIS web	Desirable	Application
Experience of working as a HCA in an NHS environment	Essential	Application and Interview
Experience of working autonomously in assessing patients	Essential	Interview
Experience of working in teams within a clinical team setting	Essential	Application and Interview
Experience of working in a multidisciplinary environment with a wide range of individuals at different levels	Essential	Application and Interview
Experience of developing relationships with external agencies and organisations	Desirable	Application and Interview

KNOWLEDGE

Criteria	Requirement	Measurement/Testing Method
An understanding of the structure for the delivery for primary health care services	Desirable	Application and Interview
An understanding of the implications of cultural difference for service delivery	Desirable	Application and Interview
An understanding of the steps that need to be taken to provide appropriate, accessible and sensitive primary health care services	Desirable	Application and Interview

SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Can work well in a team and autonomously	Essential	Application and Assessment
Has excellent communication (oral and written) and interpersonal skills	Essential	Application and Assessment
Ability to adjust communication skills to meet the needs of the recipient	Essential	Application and Interview
Able to listen carefully in order to understand the needs of others	Essential	Interview
Ongoing commitment to personal development	Essential	Application and Interview
Able to work within a team and take instruction as required - Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview



Able to use own initiative	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Excellent organizational skills	Essential	Application and Interview
Able to maintain accurate records	Essential	Application and Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high quality staff and patient care	Essential	Application and Interview
Organised, systematic and flexible - Good time management being able to prioritise work and work under pressure	Essential	Application and Interview
Tactful and diplomatic	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Self motivated and able to work autonomously	Essential	Application and Interview
Willingness to learn new skills and to problem solve	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of conflict.	Essential	Application and Interview
Honest, caring and sympathetic	Essential	Application and Interview
Gains respect by example and leadership	Essential	Application and Interview

OTHER REQUIREMENTS

Criteria	Requirements	Measurement/Testing Method
Ability to be flexible in supporting other teams where necessary	Essential	Interview
Ability to travel to other BrisDoc sites for shifts and/or meetings	Essential	Interview



Willing to undertake training relevant to the position	Essential	Interview
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Last updated: February 2019

Declaration *(to be completed by post holder):*

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court